Vishnu Rajendran ⭐ Featured

AWS Certified Cloud Support Engineer with 7+ years of diverse experience in production support, cloud computing, infrastructure automation and incident management. Expertise in Linux, AWS, SQL, Ansible, and Datadog.

Current Designation: **Cloud Support Engineer**

Current Company: **Integra Micro Software Services**

Current Location: **Bengaluru / Bangalore**

Pref. Location: **Bengaluru / Bangalore,Kochi,Trivandrum**

Functional Area: **IT Software - Application Programming / Maintenance**

Role: **Software Developer**

Industry: **IT-Software/Software Services**

Marital Status: **Married**

Key Skills: AWS,Cloud Computing,Linux,Redhat Linux,SQL,MySQL,Manual Testing,ITIL,Incident Management,L1,L2,Application Support,Production Support,Server Monitoring,Monitoring,Ansible,Datadog

Total Experience: **7 Year(s) 0 Month(s)**

Notice Period: **15 Days or less**

Highest Degree: **PG Diploma [Game Development]**

Verified :   Phone Number | Email - id

Last Active: 21-Jan-21   Last Modified: 21-Jan-21

Summary

Cloud Support Engineer with 7+ years of diverse experience in production support, cloud computing, infrastructure automation and incident management. Expertise in Linux, AWS, SQL, Ansible, and Datadog.

Work Experience

Integra Micro Software Services as Cloud Support Engineer
Feb 2016 to Till Date

Client : Samsung R&D Institute India - Bangalore

* Provided L2 support to various proprietary applications of Samsung in an on-call rotation in a 24x7 environment.
* Experience on key AWS services: EC2, S3, RDS, EBS, Elastic load balancer, Auto Scaling groups.
* Monitor service health & performance using various tools like Datadog, Grafana and Nagios.
* Utilized CloudWatch to monitor resources such as EC2, RDS and set alarms for notification and automated actions.
* Setup application and infrastructure monitoring through datadog, integrated with AWS, pagerduty and slack.
* Worked on static website hosting on AWS S3 and Cloudfront.
* Created and managed S3 buckets using bucket policies, store backup logs and archiving using Glacier.
* Troubleshoot server activities like clearing application logs, checking the disk and memory space, process alive for applications.
* Used Ansible for provisioning EC2 instances and installing packages.
* Written SQL queries for report generation and experience in MySQL database.
* Knowledge in other AWS services like Elastic Beanstalk, Cloudformation.
* Oversaw team members and ensure all duties and tasks are being performed efficiently and effectively during each shift.
* Provided data for a weekly and monthly report to senior management.

IDC Technologies as Senior Application Support Engineer
Apr 2015 to Jan 2016

Client : Samsung R&D Institute India - Bangalore

* Incident management and reporting of production outages, root cause analysis & follow-ups.
* Manual testing of mobile and web applications at regular intervals and report failures to respective teams.

* Taking logs, analyzing and providing relevant information to Tier 2 team.
* Creating and updating operational support procedures as necessary to prevent escalations.
* Worked on bug tracking tools like JIRA.
* Update and create Knowledge database articles.

Amrita Technologies as Implementation Engineer
Jun 2012 to Jul 2014

* Performed production support and onsite customer support activities.
* Installing, Upgrading, Patching, Configuring and Administrating Red Hat Linux.
* Requirement analysis, documenting features and improvements suggested by client and coordinate with dev teams on implementing the same.
* Experience with installation/configuration of JBoss Application Server and deploying builds and patches.
* MySQL Database setup and monitoring.
* Report development in SQL using JasperSoft iReport.
* Involved in testing various high priority bugs and perform sanity and smoke testing.
* Performed Client Master Data Setup and database migration activities.
* Participated in onsite meetings with clientele throughout the project cycle and conducted end user training.

Education

UG: **B.Tech/B.E. (Computers)** from **Amrita School of Engineering, Amritapuri** in **2012**

PG: **PG Diploma (Game Development)** from **iCAT Design and media college** in **2015**

Other Qualifications/Certifications/Programs:

AWS Certified Cloud Practitioner

IT Skills

Skill Name	Version	Last Used	Experience
Manual Testing		2021	5 Year(s) 0 Month(s)
SQL		2020	2 Year(s) 0 Month(s)
PRODUCTION SUPPORT		2021	7 Year(s) 8 Month(s)
ITIL		2020	5 Year(s) 8 Month(s)
datadog		2020	2 Year(s) 0 Month(s)
MySQL		2019	2 Year(s) 0 Month(s)
Incident Management		2021	5 Year(s) 8 Month(s)
Ansible		2021	2 Year(s) 0 Month(s)
Linux		2021	7 Year(s) 0 Month(s)
AWS		2021	3 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Malayalam	Expert			
Hindi	Beginner			
Tamil	Beginner			

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full time