

## Professional Profile

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A trained, qualified, and motivated Information Technology professional with robust experience of IT infrastructure and business experience supporting various users in a busy computing environment, including server maintenance. I confidently deliver solutions that ensure optimal level of IT service performance and swift resolution of issues and queries. I possess a technical knowledge across business systems including hardware, software, networking, and change methodologies.

Currently looking for a new opportunity that allows me to develop and widen work experience while applying my management and technical skills to achieve corporate goals, develop improved processes for managing IT requests and accomplish projects in a more efficient way.

## Core Skills

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### 1) Cloud Computing –

#### a) Amazon Web Services

- i) Understanding of the cloud computing.
- ii) Building web environments on AWS, with a knowledge of working with EC2 instances, Elastic load Balancer (Classic, Network & Application), Auto scaling (target tracking policy, simple scaling based on CloudWatch metrics, step scaling).
- iii) Understanding of Route 53 and Amazon VPC, Security Groups, NACLs, Internet Gateway and Route tables, Public & Private subnets.
- iv) Storage technologies like EBS, EFS, S3, Lifecycle management, Cross region replication & Data encryption.
- v) Knowledge about RDS, CloudFront, Beanstalk, IAM, Aurora, DynamoDB, Rekognition, ElastiCache, CloudFormation, CloudWatch, SES, SQS, SNS, Pinpoint, and AWS Migration.

#### b) Microsoft Azure

- i) Basic understating of Azure services.
- ii) Creation and managing Virtual machines.
- iii) Resource group and subscription.
- iv) Virtual Network, services, and Network security groups.
- v) Azure backup service and recovery of resources.
- vi) Load balancing

### 2) Platforms

Windows, EXSI, Linux (Kali, Ubuntu, Elementary OS, Red hat Enterprise), MS Server, Oracle DB 19c, Oracle 11g.

### 3) Tools

#### a) Monitoring

Splunk Observability Cloud, CloudWatch, Toad, LAN Manager, Net Monitor pro, Process hacker

#### b) Productivity

MS Office, Apxert ERP, Visual Dolphin, MS Dynamics, Zoho Suite, PowerShell, Bash.

### 4) Technologies

VMware, Hyper-V, Virtualizor, Virtuzzo's Jelastic, AWS, Azure, GCP, IP Addressing, PTP, PTMP, SQL.

## Core Qualification

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**Bachelor of Technology**  
**Cloud Computing and Information Security**

2015-2019

Poornima University  
Jaipur, Rajasthan  
India (302022)

## Career Summary

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March 2020 – March 2022

**STE Laxman Congo SARL**  
**IT Executive**  
Democratic Republic of Congo

### Outline

Reporting to the General Manager, providing support and management for internal company users and vendor software at our office and various branches located in DRC and Angola.

### Key Responsibilities

- Handled support tickets with software and hardware vendors to determine user issues, diagnosing problems and delivering workable solutions via phone, email, or desk.
- Ensuring that all users issues resolved within agreed service level time frames.
- Troubleshooting network hardware and ensuring that network performance remains optimal.
- Managing access and assigning appropriate permissions to ensure security of Information.
- Troubleshooting software including MS Office suites, Active Directory, Windows Server 2012, Windows Server 2016, Organisation ERP.
- Accurately maintaining logs for communication, audit purposes and process improvement.
- Deliver full IT support across Windows OS and Windows Server environments.
- Negotiates best deals with vendors and ensures adherence to quality and delivery standards and maintain productive relationships.
- Co-ordinate with the Organisation ERP vendor Agile Labs to work with workflow issues regarding the AXPERT ERP.
- Modifications to AXPERT ERP while collaborating with vendor using AXPERT development tools to ensure agile development and business continuity.
- Continuous development of ERP to fulfil Organisation needs and ensuring maximum productivity.
- Troubleshooting the issue with network protocols like DNS, SMTP, FTP.
- Troubleshooting of network services like SSH, NTP, RDP.

### Key Achievements

- Initiated IT policies designed to harden system security, including enhanced measures for password requirements and user access control management.
- Led Congolese guys team while training them to maintain a secure auditing process for the organisation and asset management.
- Learnt local language and French to coordinate with organisation users.
- Configured various organisation locations with PTP, PTMP network protocol to ensure secured data sync with maximum productivity and 0% downtime.
- Managed and converted data of the company to successfully upgrade the ERP of the company from Axpert ERP to Visual Dolphin.

May 2018 – Feb 2019

**Durapid Technologies PVT. LTD.**  
**Internship – Web Developer**  
Jaipur, Rajasthan

### Outline

Responsible for overall user satisfaction with a product.

### Key Responsibilities

- Conducting user research.
- Creating user personas.
- Determining the architecture of a digital product.
- Designing user flows and wireframes.
- Creating Prototypes.
- Testing the product.
- Presenting the insights to key stakeholders.

### Key Achievements

- Redesigned organisation website for ensuring great user interaction and engagement.
- Wised up to get more user reaches than before.