

VINAY RAGHAV

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EDUCATION

Bachelor in Technology in Computer Science & Engineering, CGPA 8.64/10
Galgotias University, Uttar Pradesh, India

Aug 2015 - Jul 2019

WORK EXPERIENCE

Infosys LTD. |Systems Engineer | Pune DC

Feb 2019 - Jan 2021

Project INMARSAT:

- Joined Infosys first Satellite communication project **INMARSAT** as a solution support engineer.
- Responsibilities mainly involved handling technical issues faced by clients, managing tickets on ServiceNow, monitoring servers and pods on **Dynatrace**, **AWS Cloudwatch** and **Kubernetes**.
- Processing data, managing databases and building analytics dashboards on ServiceNow.
- Directly managing calls with clients for major issues P1/P2.

Infosys LTD. |Senior Systems Engineer | Pune DC

Jan 2021 - Present

- Moved to Infrastructure and DevOps team as cloud devops engineer.
- Worked with the L2 team to deal with defects coming in production.
- Responsible for creating servers and configuring them according to environments using Infrastructure as code (IAC) tools .
- Worked closely with the deployment team and used to take part in deployment activities.

LANGUAGES AND TECHNOLOGIES

- Programming Languages : Python, HTML/CSS, javascript
- Operating System : Windows, Linux
- Cloud Technologies : Amazon Web Services
- Infrastructure As Code (IAC) tools : CloudFormation, Terraform
- AWS services : EC2, S3, RDS, IAM, VPC, ASG, ELB, CloudWatch, Cloudtrail, EKS
- Database : MongoDB, MYSQL
- Deployment Tools : Git, Jenkins, Chef, Ansible, Docker, Kubernetes
- Integration Services : Salesforce CRM
- Monitoring Tool : Dynatrace, Prometheus, Grafana
- Others : ServiceNow, Postman, SoapUI, Microservices

CERTIFICATIONS

- AWS Certified Cloud Practitioner, Validation Number 4VQRTY8JBM41QESS

ACHIEVEMENTS AND RESPONSIBILITIES

- Awarded twice with the '**Certificate of Appreciation**' and '**Rise CIS**' awards by Quantiphi for the stellar dedication shown throughout 2020 and 2021
- Awarded with the '**Best Team**' award by Infosys for two consecutive years for delivering high quality services and exceeding client expectations
- **Mentored** and **conducted training** freshers for the role of **Systems Engineer** in Infosys

