THIRUNAVUKKARASU J

AWS & DEVOPS ENGINEER

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About Me

Results-driven professional with expertise in inbound operations, customer service, and AI-driven retail systems. Strong foundation in Amazon Web Services, DevOps, Python and Data Science. Holds Master's in Computer Applications and excels in optimizing workflows and enhancing customer experiences.

Professional Experience

Business Associate - Operations

Altruist Technologies Pvt Ltd
Sep 2023 - March 2024

As a Business Associate, I have delivered exceptional customer support through effective communication and adherence to process guidelines. My role involved handling inbound calls, addressing customer inquiries, and providing timely resolutions to ensure satisfaction.

Inbound Call Handling
- Addressing customer inquiries, providing resolutions, and ensuring satisfaction.

Process Adherence
- Following company guidelines and maintaining service quality benchmarks.

Problem-Solving
- Resolving customer complaints efficiently while maintaining professionalism.

Performance Monitoring
- Tracking call metrics, optimizing response times, and improving service quality

Trainee Executive

Mahendra Next Wealth IT India Pvt Ltd
Sep 2021 - May 2022

As a Trainee Executive I was responsible for Zippin's innovative, checkout-free shopping platform. Zippin utilizes advanced AI and computer vision technologies to enable seamless shopping experiences in cashier less stores. My key responsibilities included monitoring the performance of these AI systems, ensuring accuracy in item recognition, and handling the billing processes for customers and clients.

AI System Monitoring
- Overseeing Zippin's cashier-less retail platform, ensuring accurate item recognition.

Billing & Transactions
- Managing checkout processes and ensuring seamless payment operations.

Performance Analysis
- Identifying system errors, troubleshooting issues, and ensuring smooth store operations.

Collaboration & Reporting
- Coordinating with teams to enhance system efficiency and documenting insights.

PROJECTS

CI/CD Pipeline for Web App using Docker, Jenkins, and AWS

- Designed and implemented a CI/CD pipeline for a Node.js web application using Jenkins, Docker, and AWS EC2.
- Automated the build, testing, and deployment process using Jenkins pipelines with integrated GitHub version control.
- Deployed the application on an AWS EC2 instance using Docker containers.
- Set up AWS CloudWatch for monitoring and logging the application.
- Tools: Jenkins, Docker, Git, AWS (EC2, S3, CloudWatch), Python/Node.js.

Website Monitoring using Cloud Watch

- The process of website monitoring involves ensuring that the website is fully operational and that users can navigate the site without any issues.
- In this real-time AWS project, I utilize various AWS tools like Amazon DynamoDB, Lambda, Cloud Watch, and MySQL to create effective solutions for website monitoring.
- Start by setting up an AWS EC2 instance. Customizing Roles and Policies in (IAM) Use AWS Lambda for loading order logs into Amazon DynamoDB and S3, Utilize Kinesis Analytics to stream the data in real-time.

CLOUD-KITCHEN

- Developed a cloud-based kitchen management platform to revolutionize operations and efficiency in the food delivery industry.
- This platform harnesses a microservices architecture including EC2, S3, RDS, Lambda, and API Gateway, to meticulously craft a robust and scalable infrastructure.
- Integrated with Amazon RDS and AWS CloudWatch for centralized logging and monitoring of system health and performance.
- Technologies Used: AWS: EC2, S3, RDS, EBS, Lambda, API Gateway, CloudWatch, etc.

SKILLS

Amazon Web Services
- EC2 , IAM , S3 , RDS , VPC , ROUTE 53 , SQS & SNS.

DevOps
- GITHUB , DOCKER , TERRAFORM , JENKINS

Ticketing Tools
- IT HELP DESK , JIRA . SLACK (For Communication)

Monitoring Tools
- GRAFANA , ZABBIX .

Data Science

Python

LANGUAGES

TAMIL

ENGLISH

KANNADA

EDUCATION

SSM COLLEGE OF ENGINEERING
MASTER OF COMPUTER APPLICATION
2021-2023

MAHENDRA ARTS AND SCIENCE COLLEGE
BACHELOR OF SCIENCE IN COMPUTER SCIENCE
2018-2021

CERTIFICATES

AWS AND DEVOPS FULL STACK
- SOFT LOGIC SYSTEMS - CHENNAI

DATA SCIENCE USING PYTHON
- LIVE WIRE - SALEM

PYTHON
- LIVE WIRE - SALEM