

## Sandeep Sharma

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Dublin, Ireland

Visa – Stamp 1G (Full Time Work)

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### PROFILE SUMMARY

- A Cloud Computing AWS certified graduate with 5+ years of overall experience in IT Operations engineering.
- Knowledge on various cloud services such as EC2, S3, Route53, Load Balancer, VPC, CloudWatch, CloudTrail, RDS and DNS services
- 3 years of on call support experience in Networking, Virtualization and Server issues.
- Good understanding of Linux platforms such as Amazon, Red Hat, Ubuntu and SDLC lifecycle management in an agile environment.
- Hands on experience on Git, Github, Jenkins, Ansible, Docker, Kubernetes for creating CI-CD pipelines and monitoring health of system.
- Hands on experience in creating Ansible playbook in YAML to deploy on production servers.
- Carries a strong commitment towards customer satisfaction ensuring excellence in solving queries of the customer as per defined SLAs.

### TECHNICAL SKILLS

- **AWS:** EC2 Instances, S3, IAM, Load Balancer, Cloud Front, Cloud Watch, Server Less, Route53
- **OS:** Red Hat, Cent OS, Ubuntu, Amazon Linux
- **Tools:** AWS, Jenkins, Git & Github, Docker, Kubernetes, Ansible
- **Techniques:** Software/hardware installation, windows troubleshooting, configuration, Active directory.
- **Programming/ Scripting Languages:** Java Basics, HTML, CSS, PHP, YAML, Bash.
- **Database:** MySQL, Apache, MariaDB
- **Virtualization:** VMware, Virtual Box, Hypervisor, SSH, Telnet
- **Networking:** Firewall, DNS, DHCP, TCP-IP, VPN, VLAN, IPV4, IPV6, Subnetting, routing and Switching

### CERTIFICATIONS

- AWS Solution Architect Associate
- Red Hat Certified System Administrator (RHEL 7)

### PROFESSIONAL EXPERIENCE

#### NTT DATA Services (IT- Associate)

Jan 2018 – Aug 2019

- Working with internal development teams to understand and meet functional requirements.
- Automating infrastructure and platform provisioning.
- Maintain CI/CD pipeline and development tools which includes container-based application deployment.
- Hands-on experience with Amazon Web Services (AWS) like VPCs, Cloudtrail, IAM, EB, EC2, EBS, RDS, S3, Route 53, VPCs, Cloudwatch, Lambda, API gateways etc.
- Designed AWS Cloud Formation templates to create custom sized VPC, subnets, NAT to ensure successful deployment of Web applications and database templates.
- Experience in Consulting & IT Operations in APAC regions of Datacenter Services & Operations, End-User computing, Telecom, or Enterprise Service Management.

**Environment:** Amazon Web Services, IAM, S3, EC2, VPC, cloud watch, Splunk, Ansible, Docker, Agile, Jenkins, Apache, Nginx, JSON, Bash, Shell, Python.

## **1ict Pvt. Ltd. (Level 2 – ServiceDesk Engineer)**

**Jan 2016 - Jan 2018**

- Providing voice support to 900+ Dominos Stores all over Australia and New Zealand.
- Remotely set up the new stores with the help of local technicians.
- Performing early checklist and polling to all the Dominos store for upcoming external/internal issues.
- Reimaging the corrupted operating systems with installation of necessary softwares.
- Install and configure business applications like Skype, Active Directory, Microsoft 365 and Microsoft Teams
- Maintaining Backups to protect data loss.
- Managing file & folder permissions and security as per staff profile in the store.
- Troubleshooting of technical issues related to Network, Windows server, VM Ware, Hypervisors and other peripherals like printers, screens etc.
- NOC monitoring of the routers and network for all the stores.
- Running SQL queries for updating, retrieving customer's data from database.
- Logging helpdesk incidents via ticketing tool.
- Coordinating with the 3rd party vendors like Telstra, Vodafone, NBN for stores internet issues.

## **Aegis Outsourced Consultants Pvt. Limited(Helpdesk Engineer)**

**Mar 2013 - Dec 2015**

- Provide client support and technical issue resolution via emails, phone, or RDP.
- Maintaining high level of quality and accuracy within established SLA.
- Ticket creation for each incoming/outgoing calls and incidents.
- Preparing documentation for troubleshooting for all the issues.
- Managing multiple cases of customer at one time and ensuring problem is resolved.
- Providing support for Operating systems, networking equipment's troubleshooting such as cisco routers/switches.
- Running commands to diagnose the network connectivity, DNS server configuration, troubleshooting Operating systems, checking firewall settings.
- Configure Client hardware equipment's to connect to Internet application servers.
- Keeping all the data backup, recovery, and rebuilding operating system images.
- Identify, correct, and advise an operational issue in client system.

## **EDUCATION**

### **Griffith College Dublin, Dublin (Aug 2019 -20)**

*Post Graduate Diploma in Computing*

**Key Areas:** Networking, HTML, CSS, Bootstrap, Cloud Fundamentals, Operating Systems, Java, Object Oriented, SQL, Relational Database

### **Maharshi Dayanand University, Haryana**

*Bachelor's in Electronics & Communication*

**Key Areas:** Networking- OSI, TCP/IP, Database, Operating Systems, Digital Electronics, Analog Electronics, Computer networking, C - Fundamentals

**REFEREES AVAILABLE ON REQUEST**

(Sandeep Sharma)