SUGI SHIVAM M

AWS certified
Cloud Practitioner
FOUNDATIONAL

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SUMMARY

Hardworking and reliable Senior Systems Associate with strong ability in Web Development and DevOps. Offering HTML, CSS, Java Script, React and Docker, Kubernetes, Jenkins, Terraform. Highly organized, proactive and punctual with team-oriented mentality.

PROFESSIONAL HISTORY

SENIOR SYSTEMS ASSOCIATE

INFOSYS LIMITED | JULY 2023 – PRESENT

- Developed solutions by preparing and evaluating alternative workflow options. •Troubleshot and resolved problems with programs and systems.
- Analyzed system vulnerabilities and collaborated with IT and business teams to eliminate vulnerabilities in support of internal and external audits.
- Tested, maintained and monitored computer programs and systems.
- Designed and implemented security measures to protect data.
- Automated processes resulting in improved speed of delivery by 15% and increased task consistency, resulting in a decrease in quality assurance by 40%.
- Monitored and maintained server and network systems to ensure optional performance and minimal downtime, resulting in a 25% decrease in system outages.

SYSTEMS ASSOCIATE

INFOSYS LIMITED | NOV 2021 – JULY 2023

- Defined technical integration strategy and developed integration plans.
- Conduct regular training sessions for new hires and existing team members, improving overall team performance and knowledge.
- Provide technical support to customers and clients for various software applications, troubleshooting and resolving issues in a timely and efficient manner.
- Acted as a liaison between the customer and the development team to ensure timely resolution of escalated issues, lending to 35% reduction in escalations.
- Contributed to the development of customer-facing support documentation, resulting in a 25% increase in self-service issue resolution.
- Participated in DR activities and given 100% success rates to the customers.

CERTIFICATIONS

- AWS CERTIFIED CLOUD PRACTITIONER

EDUCATIONAL HISTORY

BARATHIYAR UNIVERSITY

BSC COMPUTER TECHNOLOGY
2018 – 2021

SVGV MATRIC HR. SEC. SCHOOL

PRE-UNIVERSITY COURSE
2016 – 2018

TRAININGS

- PURSUING FULL STACK WEB DEVELOPMENT

ACTIVITIES AND HONORS

- Awarded as Best Performer for the Quarter of 2023.

SKILLS

- **Front End:** HTMLS, CSS, Java Script, React.
- **Cloud Computing:** AWS and Azure.
- **Infrastructure Automation:** Ansible, Terraform.
- **CI/CD Pipelines:** Jenkins.
- **Version Control:** Git,   Git hub.
- **Containerization:** Docker, Kubernetes.
- **Scripting:** Python.
- Software Development.
- **Others:** MySQL, Active Directory, Linux (Basic).

ADDITIONAL INOFRMATION

TECHNICAL SKILLS:

- Proficient in HTML, CSS, and JavaScript for building responsive and interactive web pages.
- Basic understanding of web frameworks such as React, and their usage in creating dynamic web applications.
- Experience with version control systems, particularly Git, for collaborative code management and tracking changes.

WEB DEVELOPMENT PROJECTS:

- Completed several hands-on projects during coursework, demonstrating proficiency in building static and interactive websites.
- Implemented responsive designs using HTML, CSS, and JavaScript, ensuring optimal user experience across different devices.
- Developed a basic CRUD application using React, showcasing understanding of APIs.

DEVOPS KNOWLEDGE:

- Familiarity with basic DevOps concepts, including continuous integration and deployment.
- Exposure to containerization technology such as Docker, understanding its role in creating reproducible environments.
- Basic understanding of cloud platforms like AWS, Azure, or Google Cloud, and their fundamental services.
- Knowledge of basic command-line usage and shell scripting for automating tasks and improving workflow efficiency.

CONTINUOUS LEARNING:

- Enthusiastic learner with a dedication to staying updated on emerging technologies and industry trends.
- Completed online courses and tutorials on web development, DevOps practices, and cloud computing to enhance skills.
- Actively participating in tech communities and attending webinars to expand knowledge and network with professionals.