**VAMSHI**  
Phone: 0449122842 | Email: [Yathinvamshi05@gmail.com](mailto:Yathinvamshi05@gmail.com)

**PROFESSIONAL SUMMARY**

Motivated and detail-oriented IT professional with hands-on experience in AWS DevOps, cloud computing, and technical support. Adept at system administration, infrastructure automation, and front-end development, with a strong foundation built through academic training, internships, and industry roles. Proven ability to deliver efficient technical solutions, support end users, and contribute to continuous integration and deployment workflows. Experienced in tools such as Jenkins, Docker, Kubernetes, and Git, and well-versed in scripting and testing. Committed to leveraging a blend of technical expertise and customer service experience to drive innovation and reliability in IT operations.

**EXPERIENCE**

**Web Developer Intern**

**Defence of India Mar 2018 – August 2018**

* Development and maintaining dynamic website using HTML, CSS, PHP, and AWS cloud platform.
* Create and manage SQL databases for storing and retrieving data.
* Troubleshooting, debug and optimize website performance.
* Conduct website testing and resolve compatibility issues across different browsers and devices.

**Help Desk Agent**

**Probe Private Limited** **Nov 2022 – Dec 2023**

* Serving as the initial point of contact for customers seeking technical assistance via phone or email. Promptly acknowledging and addressing incoming technical queries and issues.
* Conducting remote troubleshooting using diagnostic techniques and relevant questions. Utilizing remote access tools to identify and resolve technical issues efficiently.
* Administered Active Directory, including user account creation, password resets, and permissions management.
* Documenting and distributing clear, concise and appropriate support material to customers as required.

**Customer Service Representative**

**Andrash Private Limited**  **May 2021 – JAN 2025**

* Provided exceptional customer service in a busy retail environment, handling inquiries and resolving issues promptly.
* Collaborated with team members to ensure smooth operations and high customer satisfaction.
* Gained experience in using retail POS systems to manage transactions and inventory.

**CERTIFICATION & PROJECTS**

* **Portfolio Website – Designed using HTML, CSS, and JavaScript**[**GitHub Link**](https://github.com/Vamshiyathin/portfolio)**:** [**https://github.com/Vamshiyathin/portfolio**](https://github.com/Vamshiyathin/portfolio)
* **E-commerce Web Application Testing – Functional testing of listing, cart, and payment features.**
* **CI/CD Pipeline Implementation – Built a Jenkins-based pipeline for automation of build, test, and deployment with GitHub integration.**
* **Certified Intern – Defence of India**
* **AWS Certified Cloud Practitioner – *In Progress***

**EDUCATION**

**Master of Information Technology (Advanced) | Torrens University, South Australia**  **2021 - 2023**  
GPA: 6.16 /7

**Bachelor of Computer Science and Engineering | JNTU University, India**  **2015 - 2019**  
GPA: 7 / 10

**EXPERT-LEVEL SKILLS**

* **Front end**: HTML, CSS, JavaScript | **Coding:** python | **Devops Tools**: Jenkins, Docker, Kubernetes
* **Platforms**: windows, Linux |**Version control**: GIT & Git Hub
* **Testing & issues tracking** : JIRA