

YASHODHARA S

DevOps and Cloud Engineer.

Place : Bangalore

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SUMMARY

- ❖ Experience in multiple services hosted by **Amazon Web Services (AWS)**. Over the past two years, gained a deep understanding and confidence in this cloud service, which has enabled me to deliver outstanding results for my clients.
- ❖ Hands-on experience on Cloud services like **AWS (ELB, EC2, EBS, AMI, SNS, Route53, S3, RDS, Cloud Watch, IAM, Security Groups, VPC, and Auto scaling)**.
- ❖ Good working knowledge of **AWS IAM Service**: IAM Policies, Roles, Users, Groups, AWS Access Keys and Multi-Factor Authentication
- ❖ Experience with monitoring tools such as **Splunk, Percona (PPM), Cloud Watch, and New Relic**.
- ❖ Collaborate with Infrastructure, Development, and Production support teams.

TECHNICAL SKILLS

Operating Systems	Linux, Ubuntu & Windows
Version Control Tools	GIT, AWS Code Commit
Build Tools	Maven
CI/CD	Jenkins, Code Build, Code Pipeline
Containerization Tool	Dockers, Kubernetes
Configuration Management	Ansible
Scripting Language	Shell Scripting
Monitoring Tool	NewRelic, Percona(PPM, and Cloud Watch
Source Code Analysis Tool	SonarQube
TSM Tools	Opsgenie, Jira, and Service Now Cab call.
Cloud Services	AWS (EC2, S3, IAM, Cloud front, VPC, Route 53, SNS)
IaC	Terraform

EDUCATIONAL QUALIFICATION

B-TECH (2016 – 2020)

Reva University, Bangalore

EXPERIENCE SUMMARY

Cognizant, Bangalore

12/2021 – Present

Cloud AWS-Operate

Responsibilities:

- ❖ Ensure the smooth functioning and running of the Production environment to ensure 24*7 availability of applications to end-users. My experience has been focused on monitoring the DIP and MAPI platforms for clients' Applications, ensuring that mobile and website users have a seamless experience.
- ❖ Expertise in AWS, created customized dashboards for clients, monitored the Beanstalk Application health, and performed patching updates of the EB environment. Scale out and scale up servers to optimize performance.
- ❖ Monitoring responsibilities, proficient in NewRelic monitor mobile and web real-time applications. Splunk tool to analyze error rates in brief, and monitor application logs to detect any exceptions or failed sign-in attempts. Whenever critical exceptions occur, inform to clients immediately to avoid the impact on the business.
- ❖ Escalated high-level issues to respective teams through Opsgenie, creating a ticket, CAB call, requesting SR, Incident management, and collaborating with third-party vendors to resolve issues within SLA time and achieved a 20% reduction in average resolution time and ensured uninterrupted service for clients

Environment: AWS-EC2, S3, IAM, ECS, RDS, Route 53, SNS, Cloud Watch, JIRA, Confluence, NewRelic, Splunk, Percona(PPM), And Opsgenie.

Amazon, Bangalore

08/2020 - 04/2021

Retail Now LM Spoke Associate

Responsibilities:

- ❖ Handle end-to-end process of order dispatch.
- ❖ Maintain customer metrics and handle a team delivery associate.
- ❖ Ensuring timely delivery to customers with all safety measures.