SAHIL SOLANKI

Devops Engineer and Wireless Network Expert

I am a Cloud Computing student with years of Guest Service experience along with Technical Support experience

sahil.sol99@outlook.com ✉

416-890-5758 📱

Etobicoke, Canada 📍

linkedin.com/in/sahil0423 in

EDUCATION

PG in Cloud Computing
Humber College

09/2022 - 05/2023   *Etobicoke, Canada*

Courses
- GPA: 86%

PG in Wireless Telecommunications
Humber College

09/2021 - 04/2022   *Etobicoke, Canada*

Courses
- GPA: 92%

WORK EXPERIENCE

Guest Services Representative
The Office Experience, OGX Productions, Yorkdale Mall, Toronto

02/2023 - Present   *Yorkdale Mall*

Achievements/Tasks
- Scanned tickets, photo-booth sales, sold standby tickets, and assisted guests throughout the experience.
- Demonstrated strong communication and interpersonal skills while addressing guest inquiries and concerns.
- Maintained composure in high-pressure environments, delivering excellent customer service.
- Worked effectively with the guest services team to ensure smooth operations and guest flow.

Guest Services Representative
The FRIENDS Experience, Superfly X Productions, Yorkdale Mall, Toronto

06/2022 - 01/2023   *Yorkdale Mall*

Tasks
- Assisted guests with ticket scanning, standby ticket sales, and provided a positive experience during the event.
- Managed guest flow operations in a fast-paced environment to ensure a seamless experience.

Team Member / Cashier
Aroma Espresso Bar

02/2022 - 05/2022

Achievements/Tasks
- Handled cash and credit transactions efficiently, ensuring accuracy in cash handling.
- Provided excellent customer service, taking online orders and assisting customers as a part-time barista.

SKILLS

Public Speaking   Critical Thinking   Delegation

Communication   Team Leadership

Microsoft Office   Customer Service   Analytical

Trustworthiness & Responsible

VOLUTEER & INTERNSHIPS

Team Lead Collision 2023 and TechSpo 2022
- I volunteered and led my fellow volunteers, collaborating with my manager and diverse groups to ensure successful event organization.

Internship at Sacred Heart University, Connecticut, U.S.A
- 1-month internship, during which I led a group project to create a Smart Safe controlled via an app. I also built custom mini drones

Kubernetes Cluster using EC2 Spot Instances
- Successfully deployed a web application in a Kubernetes cluster, scaling up to 5 nodes and 20 pods as required, increasing system availability. Set up a Grafana dashboard for effective monitoring, tracking over 500 events per day.

Volunteer at Tharad Municipal Corporation
- Actively participated in efforts to spread awareness of hygiene, health, and environmental issues in rural areas

TECHNICAL SKILLS

Cloud
AWS (EC2, S3, Lambda, RDS, EKS, VPC), Azure, Docker, Kubernetes, Containerization, Serverless Architecture.

Programming & Scripting
Python, Bash, Java, JavaScript, HTML, CSS, Terraform, Ansible, AWS CloudFormation.

Platforms
Windows OS, Hypervisors (VMWare, VirtualBox), Linux (RHEL, Kali, Ubuntu, CentOS), Jenkins.

LANGUAGES

Gujarati
Native or Bilingual Proficiency

Hindi
Native or Bilingual Proficiency

English
Native or Bilingual Proficiency

EXTRA-CURRICULAR ACTIVITIES

Handball Champion   DJ   Football

National level Dancer   Go Karting   Astronomy