**NAVEEN H C**

**SVC Info Developer**

Mobile: 8867836436

Email: [hcnaveen03@gmail.com](mailto:hcnaveen03@gmail.com)

|  |  |  |
| --- | --- | --- |
|  |  |  |

**PROFESSIONAL SUMMARY:**

* Having 2+years of experience as a Technology Consultant in Service management(SM) (ITIL) (ITSM).
* 2 Years of experience as AWS Associate in Cloud Operations
* Unique combination of business and technical knowledge.
* Strategic thinker with persuasive communication skills and professional Qualification with good Team Management, co-ordination and Client management capabilities.
* Collaborative and results oriented with a strong business and financial acumen
* Highly motivated, active team member in managing global projects.

**WORK EXPERIENCE:**

* Worked as a **Technology Consultant** with **HP** from Aug 2015 to November 2015
* Worked as **Technology Consultant** with **HPE Client** from December 2015 to December 2017
* Working as **AWS Associate** solution architect with **HPE** from January 2017 – Present

**AWS (Cloud Operations)**

**AWS Services:**

**Compute : Elastic Compute Cloud (EC2) and Lambda**

Elastic IP(EIP), Auto Scaling and Load Balancing, Elastic Network Interface(ENI), Security Groups, Network Access Control List(NACL), Amazon Machine Image(AMI), Snapshots, EBS Volume

**Storage:** Simple storage Service(S3), Elastic File System(EFS), Glacier, Storage Gateway

**Networking:** Virtual Private Cloud(VPC), CloudFront, Route 53

**Database:**Relational Database Service(RDS)

**Management:** CloudWatch, AutoScaling, Cloud Trail, Config

**Security:** Identity and Access Management(IAM)

**Application Integration:** Simple Notification Service, Simple Queue Service

**Roles and Responsibilities:**

* Basic knowledge on provisioning,operating and maintaining systems running on AWS.
* Understanding of basic Data Center design concepts.
* Implementing and controlling flow of data to and from AWS.
* Selecting the appropriate AWS service based on compute, data, security and maintainance requirements.
* Managing user identity, AWS permissions, and security in the cloud.
* Designing and deploying scalable, highly available, and fault tolerant systems on AWS.
* Security & Access Management by using IAM.

Understanding of the security measures AWS provides and key concepts of AWS Identity and Access Management (IAM). Create and manage Users, Groups, Roles and permissions using IAM

* EC2 Computing configuring, launch the instance.

Deploying and accessingEC2 instances, and working with EBS volumes and snapshots.

* Customize and create our own Amazon Machine Image(AMI)
* File system, Security, Storage, Networking like EBS, Elastic IP and NACL.
* Building Private Cloud using VPC.

Design and deploy your instances on a highly secured, network isolated environment using VPC. Configuring Subnets, route tables and setting appropriate rule to allow or deny traffic.

* Building servers using AWS, importing volumes, launching EC2, creating security groups, auto-scaling, load balancers, Route 53, SES and SNS in the defined virtual private connection.
* Creating and assigning Internet Gateway and NAT Gateways
* Creating VPC Peering connection to establish communication between two different VPC’s
* Database Service using RDS(single and Multi AZ’s)
* Creating & uploading objects using S3.

Managing an Object’s and bucket’s permissions to host websites, events and notification, cross region replication, Defining Lifecycle, Transfer Acceleration, Versioning

* Elastic File Systems using EFS.

Mounting EFS into EC2 instance

* Deployed Cloud Front to deliver content further allowing reduction of load on the servers.
* Customized Amazon Machine Images (AMIs) & deployed these customized images based on requirements.
* Configured and managed Elastic Load Balancing (ELB), to avoid single point of failure of applications, thus providing high availability and network load balancing.
* Configure a set of Amazon EC2 instance that launched behind a load balancer, with the system scaling up and down in response to demand.
* Troubleshooting the most common problems with instances and AWS services
* Monitoring resources and Applications using AWS Cloud Watch, including creating alarms to monitor metrics such as EBS, EC2, ELB, RDS, S3, SNS and configured notifications for the alarms generated based on events defined
* Using Amazon RDS Multi-AZ for automatic failover and high availability at the database tier for MySQL workloads
* Configuring and managing AWS Simple Notification Service (SNS) and Simple Queue Service (SQS).
* Managed Encryption.
* Created Snapshots and Amazon Machine Images (AMI's) of EC2 Instance for snapshots and creating clone instances.
* Created and worked on Elastic Block Store and Instance Store Volumes.
* Implemented Auto Scaling for high application availability.
* Configured Elastic load balancers for incoming loads.

**ENVIRONMENT:** AWS- EC2, S3, Glacier, RDS, EBS, AS&ELB, VPC, EFS, Cloud Watch, NACL, NAT, Route 53, , IAM, SQS, SNS, Lambda, Storage Gateway, Cloud Front, Linux servers

**SM EXPERTISE:**

**Change Management (CM), Incident Management (IM), Problem Management (PM) and Interactions**

* HP Service Manager is a comprehensive and fully integrated IT Service Desk suite that helps in decrease the time to resolve service problems.
* Experience in various stages of implementation like Project Preparation, Blueprint, Realization, Go-Live, End-User training, Post live support and Production support.
* Change Management: Configuration of Domain, subdomain, Approval Definition which include Approval Groups to which the approvers are tagged. Tagging the Approval definition in change phase to tag the approvers in the Change Request Process.
* Incident Management: Configuration of category, subcategory, Assignment group creation in which all the users of Particular applications are tagged to send the email notifications in TT creation process.
* Service Level Management: Configuring slo’s and mapping alerts into it in which the escalation notifications are tagged to trigger the escalation emails.
* Good understandings of integration requirements with cross-functional modules as Change Management, Incident Management and Service Level Management.
* Involved in Business analysis and writing High level Design, Functional specs, Demand Planning Reports, Macros, Alerts, and test scripts- Unit, Integration and Regression.
* Working knowledge on Form designer and HTML Notifications

**TECHNICAL SKILLS:**

* **AWS Cloud Tools :** IAM, EC2, AMI, EBS, EIP, ENI, EFS, VPC, NACL, ELB&AS, S3 & Glacier, Cloud Watch & Cloud Trial, Config, SNS, SQS, RDS, Route 53, Cloud Front, Lambda, Storage Gateway
* **HPSM Modules :** Change Management (ChM), Incident Management (INM), Problem Management, Service Level Agreement (SLA)
* **Operating Systems :** Windows (XP, Vista, Seven), Linux, UNIX

**ACADEMIC QUALIFICATION:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Degree |  | Institute / University | Specialization/Board |  | % of |
|  |  |  |  |  | Marks |
| B.E |  | AMC Engineering College/VTU | Electronics and Communication Engineering |  | 61.79% |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| PUC |  | Vijaya Bifurcated PU College | KSPUCB |  | 66.66% |
|  |  |  |  |  |  |
| Standard X |  | SEI | KSEEB |  | 85.60 |

**PERSONAL PROFILE:**

Date of Birth : 04 June 1993

Father’s Name : Chaluvaraja H J

Mother’s Name : Gowramma K S

Gender : Male

Languages Known : English, Kannada and Hindi

Leisure Interests : Music, Reading books, Teaching

Permanent Address : #111/56 7th main Muneshwara temple road, Hosapalya, Bommanahalli , Bengaluru - 560068

**DECLARATION:**

I hereby declare that the information furnished above is true to the

On the best of my knowledge and belief.

Attachment:



**Date**:

**Place**: Bangalore **(NAVEEN H C)**