



Jenis Moses

Techops Engineer

5/3 Srinivasan Nagar
Thalambur 600130 Chennai
jenismosesj@gmail.com - 9941072962

Professional Attributes

As a dynamic IT professional, with 3 years of experience, I am looking forward to make a strong position with a growing organization where I can utilize my creativity, technical, management, leadership, analytical, delegation, consulting and innovative skills for benefit of the organization and myself.

Skills

AWS EC2, S3,EBS, Load Balancer, Autoscaling, VPC & IAM ★★★★★★★★★★
Hypervisor, VM creation, Snapshot, Migration & Backup ★★★★★★★★★★
Firewall, Linux & NAS ★★★★★★★★★★
Hardware & Software integration, Implementation ★★★★★★★★★★
Create & Integrate Technical Architecture documents ★★★★★★★★★★

Experience

STACKUP TECHNOLOGIES PVT LTD - Chennai 2018 -Present Techops Engineer

- Maintaining technology equipment by installing all hardware to ensure optimal performance and configuring Hypervisor & required VM's.
- Travelling to customer sites to implement and provide prompt support resolutions to issues. Provided IT support to technical & non-technical customers through remote and desktop support service.
- Addressing, analyzing the customer reported product-based issue and supporting them to fix the issue & escalate it to the internal team, partners and vendors.
- Following up with clients even after giving resolution to the problem and ensure that the issue does not reoccur. Evaluating and resolving all technical problems for end-users efficiently to minimize downtime.
- Creating support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions without intervention from the support team.
- Having 1+ year experience in AWS management console. Familiar in creating EC2 instance in windows and Linux with group policy, create bastion host. Taking snapshots and mounting the snapshot as volume in instances.
- Creating IAM users, apply policy and configure MFA. Public, Private & Elastic IP address, NAT gateway, EBS volumes.

Certifications

Amazon Web Services
Solution Architect

FOUNDATION
2020

Information Technology Infrastructure Library (ITIL)

COMPTIA N+
2018

Information Technology Infrastructure Library (ITIL)

Achievements

- Technical consultant for 80+ clients, provided onsite IT Infrastructure support, gathered user requirements & advise necessary hardware, network products, system software and security.
- Setting up of Alerts, Scheduling reports, Monitoring Dashboards for Network traffic, CPU, Memory, response time & errors for servers in client environment using ELK & maintain 99.9% uptime of all the VMs.
- Implemented 50+ Hypervisors & 150+ Servers. Complete Hardware setup, hypervisor installation, VM, NAS & Firewall configurations.
- Created 60+ knowledge base articles to empower and enable user community to extend skills, leverage system features and find resolutions to questions.

Education

ANNA UNIVERSITY - Chennai
2018

BE in Electrical & Communications Engineering

ST GEORGE SCHOOL - Chennai
2014

High School
