

# Arjunraj R R

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## SUMMARY

Entry-level System Administrator & Network Engineer with 5+ years of experience in insurance and inventory management domains. Skilled in Windows/Linux administration, networking, troubleshooting, and ITSM practices, with hands-on exposure to AWS, CI/CD pipelines, Terraform, Ansible, Docker, and Kubernetes. Proficient in LAN/WAN, VLANs, subnetting, routing protocols. Proficient in packet capture & analysis using Wireshark for troubleshooting. Strong in scripting, documentation, and automation, with the ability to adapt quickly and deliver efficient technical solutions.

## TECHNICAL SKILLS

### Cloud & DevOps

- Hands-on experience with AWS services like EC2, S3, IAM, VPC, RDS, CloudWatch, and CloudFormation for cloud infrastructure management.
- Skilled in setting up CI/CD pipelines using Jenkins, GitLab CI, and AWS CodePipeline.
- Experienced in automation tools such as Terraform and Ansible.
- Proficient in Docker containerization and basic Kubernetes operations.
- Strong version control skills using Git, GitHub, and GitLab.

### Networking & Security

- Understanding of OSI & TCP/IP models, IP addressing (IPv4/IPv6), subnetting
- DNS/DHCP, VPN concepts, firewall basics, and network monitoring tools (Wireshark, PRTG)
- LAN/WAN setup and troubleshooting
- Switching concepts: STP (Spanning Tree Protocol)
- Proficient in packet capture and analysis using Wireshark and PRTG for network diagnostics.

### System Administration

- Windows & Linux administration (user management, file systems, permissions, services)
- Remote access via RDP/SSH
- Basics of DHCP, DNS, and Group Policies

### Scripting & Automation

- Shell scripting (Bash) and basic Python for automation
- Automating routine tasks and deployments.

## **PROJECTS:**

### **AWS Project**

**Project Name:** Highly Available Web Application on AWS

**Tools Used:** EC2, S3, IAM, RDS, ACM, Route53, ELB

**Description:** Designed and deployed a highly available WordPress application on AWS using EC2, RDS, ELB, S3, IAM, ACM, and Route53. Configured secure public certificates, DNS routing, multi-AZ RDS databases, and automated S3 backups using cron jobs. Implemented two EC2 instances with custom user data for WordPress setup and load-balanced them using Classic ELB. Ensured disaster recovery readiness by syncing code and media through S3 and validating full failover functionality.

### **Terraform Project**

**Project Name:** Cloud Infrastructure Automation with Terraform

**Tools Used:** AWS, Terraform, EC2, S3

**Description:** Designed and implemented Terraform scripts to automate the provisioning and management of EC2 instances and S3 buckets. Achieved a 40% reduction in manual deployment time and improved infrastructure consistency.

### **Docker Project**

**Project Name:** MERN Stack Application with Docker Compose

**Tools Used:** MongoDB, Express.js, React, Node.js, Docker, Docker Compose, Cypress

**Description:** Built a full-stack MERN application fully containerized using Docker Compose. Configured separate containers for frontend, backend, database, and testing services. Integrated Cypress for end-to-end testing, ensuring application stability. Streamlined local development and testing workflows, improving deployment consistency and reducing setup time by over 50%.

## **PROFESSIONAL EXPERIENCE**

Genpact India Pvt. Ltd, Chennai, India

Jul 2023 – Sep 2024

### *Process Developer*

- Provided technical and process support for US-based clients, ensuring application stability, system access, and issue resolution across Windows/Linux environments. Assisted teams with network connectivity, VPN setup, and cloud-based tools, gaining hands-on exposure to AWS fundamentals.

Solartis Technology Services Pvt. Ltd, Chennai, India

Dec 2019 – Jul 2023

#### *Senior Associate – Operations*

- Led a team of 15 members, managing daily operations, performance, and process improvements to ensure timely, high-quality deliverables within SLAs. Oversaw training, reporting, and quality checks while driving team productivity and client satisfaction.
- Processed electronic insurance policies by creating new submissions, renewals, and duplicates. Entered and verified customer, broker, and Line of Business (LOB) details in client systems. Communicated with carrier agents and underwriters to resolve queries and ensured timely submission within SLA.

WABCO India Ltd., Chennai, India

Mar 2019 – Sep 2019

#### *Assistant Inventory/Store Management*

- Managed inventory and procurement of motor spare parts for heavy vehicles, ensuring accurate stock levels and timely replenishment. Conducted regular stock counts and audits to identify variations and maintain optimal store value.

### **ACADEMIC PROFILE**

- B.E Mechanical Engineering at Jeppiaar Maamallan Engineering college (2018).

### **CAREER ACHIEVEMENTS**

- Promoted from Operations Associate to Senior Process Associate within 2 years, recognizing consistent performance, process knowledge, and leadership skills.

### **SOFT SKILLS**

- Problem-solving & troubleshooting
- Documentation & reporting
- Team collaboration & knowledge sharing
- Time management & adaptability