**RESUME**

**Name: ARUNENDRA SINGH**

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**----------------------------------------- Objective-------------------------------------------------------------------------**

Dedicated and skilled Cloud Support Engineer with 9 years of experience in providing technical support . Proficient in troubleshooting, resolving technical issues, and optimizing cloud infrastructure to ensure maximum performance and reliability. Seeking to leverage expertise in cloud computing to contribute to the success of a dynamic organization.

---------------------------------- **Experience Summary--------------------------------------------------------------**

**Data Direct Network (DDN) – Bangalore – Nov 2019 to Current**

**Escalation Engineer**

* Performed RCA for service downtimes by administering extensive diagnostics.
* Provide technical support and assistance to customers utilizing cloud-based services, including but not limited to infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS) solutions.
* Respond promptly to customer inquiries and incidents, troubleshoot issues, and escalate complex problems to appropriate teams for resolution.
* Collaborate with cross-functional teams, including DevOps, network engineering, and security, to ensure seamless operation of cloud infrastructure and services.
* Perform routine maintenance tasks, such as system updates, and security enhancements, to ensure optimal performance and security of cloud environments.
* Develop and maintain documentation, knowledge base articles, and best practices guides to facilitate customer self-service and internal training.
* Participate in on-call rotation schedule to provide 24/7 support and respond to critical incidents in a timely manner.
* Provided technical support to customers using cloud-based solutions, including virtual machines, storage services, and networking resources.
* Diagnosed and resolved customer-reported issues related to cloud infrastructure, operating systems, and applications, ensuring minimal downtime and maximum customer satisfaction.
* Assisted customers with cloud migration, deployment, and configuration tasks, ensuring successful implementation of cloud solutions.

**Western Digital– Bangalore (Nov 2017 to Nov 2019)**

**Technical Support Engineer**

* Creation of SAN Volumes – LUN’s and NAS share’s/exports and troubleshooting access, mount, configuration, performance issues from entire stack.
* Work with sustaining engineering and development team to identify bug’s and provide necessary recommendations to customer.
* Served as support for Data Protector backup environment.
* Upgrade OS/NVDIMM FW/SAS FW.
* Co-ordinate with Field Engineers to perform hardware replacements.
* Support global customers with customized RHEL configurations and troubleshooting through our global queue system.

Created break fix environment for RHEL using VMWare to train team members.

* Configured volume groups and logical volumes extended logical volumes for file system growth needs using Logical Volume Manager (LVM) commands.
* Proficient working experience with RedHat , Solaris for troubleshooting issues.

**ADP Pvt Ltd – Pune-(Jan 2015 to Oct 2017)**

**Technical Support Engineer**

* Proficient in IT environment over implement, and Support VMware Virtualized computing and Microsoft Windows environments.
* Creating and Managing Virtual Machines and Templates.
* Provided overall daily router and server administration including monitoring, analysis, troubleshooting.
* Support LAN's working with end users to determine and solve various network performance issues.
* Managed the overall administration of Windows System applications.
* **Visited to China for business Transition.**

**Tech Mahindra – Noida- (April 2014 to Oct 2014)**

**Chinese language Technical Associate**

Maintained day-to-day hardware and application systems focused on providing support to local and remote staff.

* Windows Server administration and maintenance including Active Directory and Group Policy. Excellent troubleshooting and customer service skills to quickly meet their needs.
* Providing Technical Support to customers in Chinese Language.

------------------------------------------------ **Skills** ----------------------------------------------------------------

* Proficient in cloud computing platforms such as AWS, Microsoft Azure.
* Strong understanding of networking concepts, including TCP/IP, DNS, DHCP, and VPN.
* Experience with virtualization technologies, hypervisors, and containerization (e.g., Docker, Kubernetes).
* Excellent troubleshooting and problem-solving skills, with the ability to analyze complex technical issues and propose effective solutions.
* Familiarity with scripting languages (e.g. PowerShell, Bash) for automation and infrastructure management.
* Excellent communication and interpersonal skills, with the ability to effectively communicate technical concepts to both technical and non-technical audiences.

**Certificates: Accredited System Engineer, Security Awareness, Mobile security**

--------------------------------------------**Personal Details** ---------------------------------------------------

Name: Arunendra Singh

* Date of Birth: 16 july1991
* Sex: Male
* Marital Status: Married
* Languages Known: English, Hindi, Mandarin (Chinese)
* Nationality: Indian
* Current Address: Bangalore, India

--------------------------------------------**Academic Qualifications** ------------------------------------------------

* Chinese Language Advance Diploma in Dec 2013 from BVB New Delhi.
* B.E in Electronics & Comm. in 2011 From Gec Rewa (M.P).
* 10+2 th from M.P. Board of Sec. Education in 2007 from Rewa (M.P).
* 10th from M.P. Board of Sec. Education in 2005 from Rewa (M.P).

**----------------------------------------------------Hobbies-----------------------------------------------------------------**

Playing Carrom board, Cooking, Travelling, Listening Music.

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I solemnly declare that all above given information is well supported with the Original documents and true to the best of my knowledge.

Place: Bangalore, India Signature

Date: August 2024 Arunendra Singh