CHETAN PAWAR

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Career Objective

To work in IT industry, so as to utilize my capabilities and work for the growth of the organization as well as for self-improvement.

Summary

- 2.5 years of professional work Experience in IT industry as Cloud Operations-Engineer.
- Have worked on delivery, upgrade, maintenance and troubleshooting of cloud-based and on-premise/on-site digital customer engagement, knowledge management and analytics solutions.
- Have used and is aware of most popular cloud platforms like AWS.
- Ability to work in team and with cross functional teams and as individual.
- Studied Python development and completed below mentioned sample projects.

Technical Proficiency

- **Development Skills:** Python, Java (Basic)
- **Databases:** MySQL
- **IDE Tools:** PyCharm
- **Project Management Tools:** JIRA, Nebula
- **Version Control Tools:** Git
- **Monitoring Tools:** Groundwork, AWS Monitoring
- **Cloud platforms:** AWS

Employment History

- **Organization:** eGain Communications Pvt. Ltd.
- **Duration:** August 2016 - December 2018 (2.5 years)
- **Role:** Cloud Operations-Engineer

Job Responsibilities

- Worked on delivery and execution of end to end cloud and on-prem solutions of digital customer engagement, knowledge management and analytics solutions by engaging with customers and cross-functional teams.
- Performed end to end solution delivery and upgrade process of cloud based and on-prem/on-site analytics solutions.
- Worked on end to end solution upgrade process, maintenance and troubleshooting issues with customer and cross-functional teams with SLAs.
- Participated in managed services to fulfilled custom requirements by engaging customer.
- Hands on experience on AWS EC2, S3, alarms.

- Worked with cross-functional teams to build cloud-based solutions, automation and scripts.
- Analysed logs and identify potential issues with live production systems and find solutions.
- Monitored production servers 24*7 using Groundwork and AWS services, troubleshoot, document and build predictive solutions.
- Prepared documentation for standard procedure steps and RCAs.
- Strictly adhered to ITIL process when working with incidents, problems and changes.
- Worked with agile project management tool - JIRA.

Achievements

- Two times the best performer of the quarter at Cloud Operations Team, eGain Communications Pvt. Ltd.
- Successfully completed Python for Data Science certificate from IBM-Cognitive class.

Project References

- **Password generator application**
  Stand-alone and Web based application to generate complex password using combination of mixed text, digits, symbols with required length.
  Skills used- Python, HTML, tkinter and random module.
  Github link- https://github.com/ichetanpawar/Password_generator_random_tkinter
  https://github.com/ichetanpawar/Password_generator_random_html

- **Shopping cart application**
  Application to shop different type of items, calculate subtotal and total to demonstrate use of Python classes, packages and inheritance.
  Skills used- Python
  Github link- https://github.com/ichetanpawar/Shopping

- **Movie analytics system**
  Application to find out different kind of analysis of movie information from CSV files like highest, lowest rated movies and plot graphs.
  Skills used- Python, pandas and matplotlib modules
  Github link- https://github.com/ichetanpawar/Movie_analytics

- **Other applications**

  The weather application
  https://github.com/ichetanpawar/TheWeatherApp

  The guessing game
  https://github.com/ichetanpawar/TheGuessingGame

- **Academic Projects**

Exploring agriculture sector using crowdsourcing predictors (Final Year)
Web based application to connect farmers, students and experts from agriculture sector and discuss various techniques and solutions on problems. Comment, vote for solutions and using crowdsourcing pop-up popular answers or techniques.
Skills used- PHP, MYSQL

Educational Details

Degree/Course	Institute	Board/University	Year of Passing	Percentage
Bachelor's degree in Information Technology	AVCOE, Sangamner	Pune University	2015	62.40% (First Class)
Diploma in Computer Technology	K.K.Wagh Polytechnic, Nashik	MSBTE	2012	67.23 % (First Class)
S.S.C	Nutan English School,Brahmangaon	Maharashtra State Board	2009	82.30 % (Distinction)

Declaration

I consider myself familiar with above aspect. I am also confident to work in team or individually. I hereby declare that above mentioned information is genuine and true to the best of my knowledge.

Signature

(Chetan Pawar)

Place: Pune

Date: / /2019