

Chirag Jhamnani

Cloud Support Engineer

I possess expertise in Amazon Web Services along with DevOps tools for automation and can assist clients with various associated technologies. As a youthful tech professional, I have a track record of crafting solutions for clients. I am dynamic, goal-driven, and exhibit confidence in interactions with individuals across all levels.



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WORK EXPERIENCE

Cloud Support Engineer- Genesis Cloud CS Infocomm- Mumbai

03/2022 - Present

Ahmedabad

Provides Genesys and Cisco Support Services to clients across India.

Axis Bank Contact Centre Project

- Troubleshooting issues related to multiple production services hosted on EC2, VMs and physical hosts using AWS CloudWatch.
- Have good hands on with AWS S3, Route 53, IAM, CloudFront, VPC, RDS, Dynamo DB.
- Able to accomplish **Zero downtime** in last one year with running all services properly on premise and cloud.
- Managing multiple VM's, Dedicated servers and Cloud instances and maximising performance.
- Basic understanding of deployment of Docker images to Kubernetes clusters and keeping the Pods running to make sure high availability of application.
- Successfully maintained multiple VM and Cloud red hat servers with Docker/Jenkins services running on CI/CD pipelines.
- Providing support to **450+ users** on production environment by communicating with developers.

EDUCATION

Master Of Science In Compute Science VMOU, Kota

07/2022 - 01/2024

India

Courses

- Cloud computing with AWS 3 tier architecture.
- Networking Support and Operating system.

PG Diploma In Computer Applications VMOU, Kota

08/2021 - 06/2022

India

Courses

- MySQL, Java, C++, Operating systems

Bachelor Of Technology - Mechanical Engineering AIET, Jaipur

07/2012 - 02/2016

India

Training

- Completed Summer training from Indian Railways Diesel Shed.

SKILLS

Devops

Docker

Amazon Web Services

Jenkins

Linux

Git/Github

Ansible

CI/CD

MySQL

Networking

Cloud Computing

Shell Scripting

Maven

Terraform

Kubernetes

PERSONAL PROJECTS

Automated CI/CD Pipeline for Spring-Boot-Shopping-Cart-Web-App (01/2023 - Present)

- A Real time CI/CD Pipeline on Jenkins with GIT/GitHub integration with AWS, Maven, Sonarqube, Docker And Kubernetes
- <https://github.com/chiragsunny009/Spring-Boot-Shopping-Cart-Web-App>

Hosted a Static website using AWS S3, Route 53, CloudFront, AWS Lambda, Dynamo DB and Terraform. (03/2023)

- Automated the process of creating static website on AWS using Terraform and have used multiple AWS Services like Route 53 and CloudFront.
- <https://chiragjhamnani.cloud>

Created a 3-Tier Web Architecture On AWS with Web, App, and Database layers. (12/2023 - 01/2024)

- Have used AWS Ec2, VPC, ELB, Auto Scalling and AWS IAM Services to make this architecture.
- <https://github.com/chiragsunny009/AWS-Three-Tier-Architecture>

ACHIEVEMENTS

Google IT Support Professional Certificate 2021
Provided By Coursera Offered by Google.

Certified by NASSCOM for clearing assessment of CRM National Skills Qualifications Framework.

Certified In RSCIT, Trained for CompTIA A+ Certification & AWS Cloud Practitioner.

Certified by Fortinet in Network Security Associate (NSE1 & 2).

INTEREST

Reading tech blogs and articles

Machine learning

Automation

Movies and shows

Cricket