

# Chirag Jhamnani

## Cloud Support Engineer

To obtain a challenging position as a Cloud and DevOps Engineer in a dynamic organization where I can leverage my technical expertise in cloud computing and automation to optimize infrastructure, streamline processes, and enhance overall system performance.



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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 with server logs analysis and configuration management .
- Making Route points , IVR Flow and Campaigns as per business requirements.
- 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.
- Strategically led focused project teams for the configuration and customisation of various service applications.
- Successfully maintained multiple VM and Cloud red hat servers with Docker/Jenkins services running.
- Providing support to 450+ users on production environment by communicating with developers.

## EDUCATION

### M.Sc In CS VMOU, Kota

07/2022 - Present

India

#### Courses

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

### PG In Computer Application VMOU, Kota

08/2021 - 06/2022

India

#### Courses

- MySQL/Java/C++/Operating systems

### B.Tech In ME 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

## PERSONAL PROJECTS

### Automated CI/CD Pipeline for Django Web Application using AWS, Docker, Jenkins (01/2023 - Present)

- A Real time CI/CD Pipeline on Jenkins with GIT/GitHub integration with system designed to handle Database, Server, Ansible with container orchestration.

### Registration Page For Online Course Using AWS EC2, VPC, EKS and IAM (03/2023 - Present)

- Automated the process of creating a Java based web Registration page using AWS EC2 instances with hosting Tomcat server using Docker containers and Jenkins

## 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).

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

## INTEREST

Reading tech blogs and articles

Machine learning

Automation

Music and Movies

Cricket