

# Dani Issac

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**Residence Location:** Kochi, India

## Summary

Highly motivated and results-oriented Technical Consulting Engineer with 4+ years of experience seeking to leverage expertise in Linux system administration, troubleshooting, and customer support to excel as a Cloud Support Engineer at AWS India. Proven ability to resolve complex technical issues, deliver exceptional customer service, and implement innovative solutions.

## Experience

### Technical Consulting Engineer

ThousandEyes (part of Cisco) | Kochi, India (2022 - Present)

- Provided exceptional technical support to customers via chat, resolving a wide range of IT infrastructure and cloud engineering issues.
- Achieved outstanding customer satisfaction scores exceeding 9.5/10, demonstrating commitment to excellent customer service.

### Consulting Engineer

Cisco | Kochi, India (2019 - 2022)

- Demonstrated strong Linux administration skills by preparing technical documentation for complex systems.
- Resolved network and system issues, ensuring smooth operation and reducing downtime.
- Collaborated with colleagues to enhance the onboarding experience for new hires, fostering a strong team environment.

## **Projects**

- Designed, developed, and deployed a university admission and counseling software, streamlining the process and reducing costs.

## **Education**

### **Bachelor of Technology (BTech) in Computer Science and Engineering**

Cochin University of Science and Technology (2015-2019)

## **Skills**

- Linux/Unix System Administration (Ubuntu, RHEL)
- Troubleshooting & Problem Solving
- Customer Support (Phone, Email, Chat)
- Communication (Written & Oral)
- Technical Documentation
- Collaboration
- Python Scripting