VINAY B

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PROFESSIONAL SUMMARY

Experienced Cloud Support Associate with over 3 years in cloud environments and Linux administration, specifically RedHat Linux. Proficient in diagnosing, troubleshooting, and resolving complex cloud service issues, ensuring optimal performance and customer satisfaction.

EDUCATION

B Tech, 01/2020
SCET, Affiliated to JNTUH
Hyderabad - Telangana
Percentage: 74.4

+2/Intermediate, 01/2015
SVKR Jr College Nagarkurnool -
Telangana
Percentage: 75.7

SSC, 01/2013
ZP High School Peddamuddunur -
Telangana
Percentage: 9.0 CGPA

AWARDS

- Four times Star of the Month Award in 2023
- Quarter of the Month Award
- On the Spot Award

SKILLS

- Linux/Unix
- Networking
- Ericsson Private Cloud
- Jira
- Bash Scripting
- AWS
- Gitlab
- Jenkins
- Python
- Citrix
- CheckMk Monitoring Tool
- Agile methodologies

WORK HISTORY

Cloud Support Associate, 02/2021 - Current
Tata Consultancy Services - Hyderabad

- Day-to-day customer care and administration of cloud services, resolve client incidents and requests in a timely and professional manner via effective investigation, triage and resolution of support requests, provide advanced frontline technical engineering support and high quality solutions to customer issues
- Work within a global support team covering 24x7x365 cloud operations - effectively managing handoff from shift-to-shift for cloud support issues, respond to escalated customer service issues within the defined process and SLA with a high level of reactivity
- Own the customer satisfaction regarding the execution of the end-to-end support process, Ensure complete data accuracy in managing customer requests
- Install, configure, and maintain Linux-based servers, including web servers, application servers, and database servers
- Monitor system performance and troubleshoot issues
- Manage user accounts, permissions, and security settings
- Perform system backups and disaster recovery operations
- Install and configure software applications
- Monitor and analyze system logs
- Research and recommend modern technologies
- Resolved issues and escalated problems with knowledgeable support and quality service
- Provided utmost support for end users, ensuring optimal system performance and user satisfaction.

CERTIFICATIONS

- DevOps Foundation
- AWS Essentials

LANGUAGES

English:

Telugu:

Hindi: