

Mohit Tandon

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Synopsis

Results-driven Cloud and DevOps Engineer with a passion for building scalable, secure, and automated cloud solutions. Seeking to leverage my expertise in cloud architecture, continuous integration/continuous deployment (CI/CD), and infrastructure automation to contribute to the success of a dynamic organization.

Work Experience

Concentrix India Services Pvt. Ltd. Thane

Tech advisor as DevOps/Cloud Associate (Dec 2020-Nov2022)

Key deliverables

- **Designing solution** using multiple AWS technologies such as **EC2, S3, EBS, ELB, RouteTable, Gateway, ACL, Auto-Scaling, CloudWatch**.
- Worked on **Incidents** (P1, P2, P3 & P4) by investigating & troubleshooting the issues like- Application down, Memory & CPU utilization, EC2 recovery in case of failure, application stop/start.
- Issues investigation using CloudWatch logs, providing solutions & implementing it for clients.
- Worked on the multiple **Change Requests** to perform certain tasks on AWS as well as the applications running over it, such as:
 - i. Application version deployment using in-place, canary deployment.
 - ii. Application Maintenance - Server Patching, Database Switchover, Disk Clean-up
 - iii. Infrastructure Activity – Application/Database server snapshots, Instance type modification, S3 objects archive/delete.
- Automated **build and deployment** using **Jenkins** to reduce human error and speed up production processes.
- Skilled in leveraging **bash scripting and Linux** expertise to create and manage self-created instances for load balancing, ensuring optimal **resource utilization and high availability**.
- Installed and configured **CloudWatch** using manual way by means of aws CLI as well as using **AWS SSM** to constantly monitor network bandwidth, memory usage, and hard drive status etc.
- Knowledge of major cloud service providers, like AWS, Azure, etc.
- Basic **understanding of Infrastructure as Code** (Programmable Infrastructure), and how you can achieve that by using tools like terraform, etc.

Level 2 Support as remote desktop engineer to customers in US. (Jan 2017 -Dec 2020)

Key deliverables

- Managed and achieved team metrics including **NPS, productivity, QA, OAHT**, and ensured adherence to **company policies and procedures**.
- Provided services and support to end-users utilizing HP desktops and laptops through remote connection.
- **Interacted** with **customers** to address issues, concerns, and requests regarding products and resolved technical **hardware/software issues** involving internet connectivity, email clients, and more.
- Provided clear and timely **performance feedback** to specialists.
- Collaborated with Level 1 technical support specialists on escalated calls.

- Assisted **customers** with **complex technical** issues, offering **personalized care** and **extended support**.
- Onboarded and trained junior tech support specialists.

Dell International Services India Pvt. Ltd

-Hyderabad (Nov '13 – Jan 2017)

Senior Technical Support Associate- Dispatch Review Team. (US CTS) Integral part of the Dispatch review Team (DRT). This process is responsible for optimal troubleshooting and timely dispatch of the dell spare parts to the end user.

Key deliverables

- Ensuring the right troubleshooting done by the inbound agent.
- Correcting the parts sent to the customer.
- Ensuring the **timely system exchanges** to the customer.
- Sending **feedbacks** to the **agents, L3 teams** which assists them to roll down new procedures and to the agents in complying with the policies and procedures.
- Preparing **shift reports**.
- **Mentoring** new hires
- Doing data analysis, case scrubs of the cases for the calls handled and dispatches approved by my team members.

-Gurgaon (Nov 2010 - 2013)

Received Customer Champion award for excellent customer service from Vice President – Dell Global CSMB services and support.

Senior Technical Support Associate- Dell Service provider Queue. (ITS)

Been part of the Dell service providers queue (DSP queue). This queue supports onsite Dell engineers in resolving customers hardware and software concerns and provides full back-end support to dell onsite engineers.

Key deliverables

- Technical **troubleshooting**
- **Revenue generation** / Dell & Non-Dell product
- Customer Care Support for PRE-orders issue
- Selling services like annual warranty contracts.
- Follow up calls to the dis-satisfied customers.
- Meeting the sales target on a monthly and daily basis.
- Completing other targets like call no's, quality scores (CES) on monthly and quarterly basis.
- Imparted training to new team members
- Driving the team to achieve overall business targets.

HCL Technologies Ltd, NOIDA

Customer Service executive

(Mar 2009-Sept 2010)

Convergys India Services Pvt. Ltd. Gurgaon

Customer Care Officer (Nov 2006-Mar 2009)

Education

- Bachelor of Commerce (B. Com) 2002, Allahabad University, Prayagraj, U.P.

Technical Skills

- AWS solutions Architect SAA C02 (certified) in May 2022
- Microsoft Azure
- Advanced Certification in Cloud Computing by IIT - Kanpur
- Kubernetes
- Docker
- Jenkins
- Terraform
- Github
- Bash
- Yaml
- MCSE (server 2012) from Microsoft Corp. Inc. completed in Feb 2014.

Personal Details

- Date of Birth : 19th August 1981
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