JUVERIA AMENA

CS Associate

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🔗 https://www.linkedin.com/in/juvamen

TECHNICAL SKILLS

DevOps · Data Migration ·
Cloud Computing · Docker · Kubernetes ·
Jenkins · Git · SQL · VPC · S3 · EC2 ·
Python · Linux · Networking · Linux · RDS ·
EBS

LANGUAGES

| English | Proficient | ●●●●○ |
| Hindi | Native | ●●●●● |

SUMMARY

Highly skilled and dedicated Cloud Support Associate with a solid understanding of AWS cloud computing platform. Demonstrated expertise in providing technical support and troubleshooting to ensure optimal performance.

KEY ACHIEVEMENTS

AWS Certified Solutions Architect - Associate (SAA-C03)
Amazon Web Services

Certified Entry-Level Python Programmer Certification
Cloud Guru

Best Employee of the Month/Year
Rewards & Recognition by Amazon

Selected as a SME
Worked as a POC and SME for the NHT.

PROFESSIONAL EXPERIENCE

CS Associate
Amazon Development Centre

10/2020 - Present
Hyderabad, India

- Providing prompt, efficient, detailed, customer-oriented service to customers.
- Working with other customer support teams to ensure a consistent and high-quality level of support.
- Being a voice and advocate for our customers when something doesn't feel right.
- Driving projects that improve support-related processes.
- Working with customers to understand how they use services, and providing valuable feedback to business and development teams.
- Acting as an advocate for our customer, reporting and acting on observed areas for improvement.
- Actively seeking solutions to customer needs, communicating trends to leadership, and suggesting innovative solutions on behalf of the customer experience.
- Assuming responsibility for developing detailed knowledge about specific product lines and features.
- Making sure internal knowledge reference pages are updated.
- Excellent oral and written communication, familiarity with web technologies and Internet.

DevOps Intern
OneCommons

04/2020 - 09/2020
US(Remote)

- Worked on building, testing and deployment of different applications with AWS and GCP cloud.
- Set up and managed 40 Linux servers with 99.95% up-time. Managed continuous deployment of a popular application blueprints. Used Jenkins and AWS tools to cut release times by 20%.

Assistant Professor
Central Institute Of Tool Design(C.I.T.D)-Hyderabad

2011 - 2014
Hyderabad, India

- Provides technical support and troubleshooting services for robotic systems. Recommends, develops, and implements enhancements and improvements to increase production volume or precision in high-throughput operations.
- Designs and develops robotic prototypes.Constructs, configures, tests, and debugs robots and robotic systems.

EDUCATION

B.tech-Electronics and Communication Engineering
JNTU-Hyderabad

2007 - 2011
Hyderabad, India