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 Indore

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EDUCATION

bachelor of engineering

Lakshmi Narain College of Technology
Excellence (LNCTE), India, bhopal

2013 - 2017

8.3 CGPA

SKILLS

- Linux
- mysql
- AWS--EC2,VPC,S3,ELB

LANGUAGES

- English
- Hindi

HOBBIES

- Travelling
- Playing Cricket

PRIYANSH JAIN

APPLICATION SUPPORT ENGINEER

PROFESSIONAL SUMMARY

Having around 5.8 **years of experience** as a Application support Engineer and AWS Cloud engineer.I played a crucial role in migrating on-premise systems to the cloud and optimizing cloud infrastructure for cost and performance efficiency. Working closely with cross-functional teams, I ensured seamless integration of cloud services into the overall IT environment.

EXPERIENCE

- February 2018 - July 2021

Associate

cognizant technology solutions / India, Pune

Project: Application support for Web/Mobile service provider

Description: Support of web application including mobile application.

Role:

- Worked with L2 support team which consist of analysing the problem, recreating the issue on local environment, fixing the issue, testing the end to end flow.
- Plays a critical role in Application Support and Service Management with responsibility to ensure stability, continuity and availability of the application, in addition to providing rapid response to in- cidents and escalated user's queries.
- Ownership and prioritization of individual Incidents and ensuring the delivery of solutions in line with the Service Level agreements and Operational Level Agreements to deadlines and quality standards, providing regular update to key stakeholders and all levels.
- The delivery of documentation to agreed standards, on time and error free.
- Provided 24/7 cover and support, providing expertise and specialized system knowledge to allow resolution of key incidents outside of business hours.
- Identifying various issues in the system and providing RCA for those issues. Experience of handling P1, P2 type of issues.

- July 2021 - Now

Cloud Engineer

Tecsolvent software technologies / India, Bangalore

Project --> E-store management

* Experience in working on AWS and its services like IAM, VPC, EC2, EBS, S3, ELB, Auto Scaling, Route 53, CloudWatch, SNS, LAMDA create custom sized VPC, subnets, NAT, and Security groups.

* Designed highly available, cost effective and fault tolerant systems using multiple EC2 instances, Auto Scaling, Elastic Load Balancer and AMIs.

* Establishing connectivity to AWS Resources in another VPC in another region using AWS VPC Peering.

* Configured S3 buckets with various life cycle policies to archive the infrequently accessed data to Storage classes based on requirement.

* Creating alarms in Cloud Watch service for monitoring the server performance, CPU Utilization, disk usage.