



KAMBLI LOKESH

AWS CLOUD SUPPORT

CONTACT

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📍 Rayadurgam, Andhra pradesh

EDUCATION

2016- 2020

REVA UNIVERSITY

- Mechanical engineer
- CGPA - 7.9

2014 - 2016

SRI CHAITANYA JUNIOR COLLEGE

- MPC
- Percentage - 92.3

SKILLS

- AWS Cloud Services: EC2,S3,VPC,IAM
- Compute & Storage: EC2,ASG & S3, EBS
- Networking & Databases: VPC,ELB & RDS
- Security & Monitoring: IAM & CLOUD WATCH.
- IAC: TERRAFORM.
- OPERATION SYSTEMS: WINDOWS,LINUX.
- DEVOPS TOOLS: GITHUB,DOCKER JENKINS.
- SCRIPTING: SHELL SCRIPTING.

LANGUAGES

- ENGLISH
- TELUGU
- KANNADA

PROFILE

Dedicated AWS Cloud Support with 2.6 years of experience providing technical support and solutions for cloud infrastructure. Proficient in AWS services and technologies, adept at troubleshooting complex issues, and committed to delivering exceptional customer service. Skilled in cloud environments for efficiency and costeffectiveness. Strong communication and collaboration abilities, with a proven track record of resolving customer issues promptly and effectively. Continuously stay updated with the latest AWS developments and best practices to ensure seamless operation and client satisfaction.

WORK EXPERIENCE

CREATIVE TECH MARS SOFTWARE SOLUTIONS PVT LTD

MAR-2024 - APL-2025

HCL TECH

AUG-2022-JAN- 2024

- Provides comprehensive technical support to clients through various channels, including voice, email, and chat, ensuring prompt and effective resolution of their queries within the project scope.
- Having knowledge working on the resizing activity of the EC2 instance.
- Monitoring the EC2 instance server of CPU utilization using the AWS cloud watch.
- Taking the full AMI backups of EC2 instance before the resizing activity.
- Troubleshooting the issues by checking logs in cloud watch and cloud trial.
- Scheduled backup of Instances and its volumes as per organization backup policy.
- Continues monitoring of Emails and responding to the client with the solution.
- Raising the change request activity for doing the instance change and deletion of the sever.
- Analyze and do cost optimization on resources in AWS on quarterly basis.
- Taking the snapshots of the EBS volume of the EC2 instances as per the requirements of the client.
- Optimizing cloud performance and cost efficiency of the servers monitoring to prevent any instances as non-compliances.
- Hands on experience in Security Group (SG), IAM role and policy, S3, EBS volume, Auto scaling, Cloud watch, EC2 .
- Assigning the tickets to the team as per the rotation.
- An effective team member with proven capabilities in teams during the projectphase and enabling knowledge sharing among the team.

CERTIFICATIONS

- Certified in AWS Cloud Practitioner
- Certified in AWS Developer Associate