

# Karthikeyan C

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## Professional Summary:

Having around 4.5+ years of hands-on experience in IT infrastructure services with significant expertise in DevOps, AWS, Linux, and Windows, showcasing my proficiency in these vital domains.

## SKILLS

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### Technical Skills

- ❖ Cloud Platforms: AWS
- ❖ Containers and Orchestration: Docker, AWS ECS.
- ❖ CI/CD Tools: Jenkins.
- ❖ Version Control: Git, GitHub, Bitbucket.
- ❖ Scripting: Bash.
- ❖ Logging & Monitoring Tools: Zabbix, Nagios.
- ❖ Networking: VPCs, Subnets, Security Groups, Load Balancers.
- ❖ Database Systems: MySQL.
- ❖ Operating Systems: Linux (Ubuntu, CentOS), Windows.
- ❖ Ticketing Tools: Zendesk, Jira, Service Now.

## WORK EXPERIENCE

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### Newgen Digital Works Pvt Limited

Chennai, India

Software Engineer

July 23 – Present

### Roles & Responsibility:

- Designed scalable and efficient software systems, ensuring high-quality deliverables through rigorous testing and code review processes.
- Collaborated with cross-functional teams to identify and resolve complex technical issues, contributing to project success.

### Hogarth Worldwide Limited

Chennai, India

DevOps Engineer/Application Support Analyst

May 22 – July 23

### Roles & Responsibility:

- Management and administration of JIRA, including project creation, dashboard setup, and user access management.
- Analysis and triage of DevOps tickets, creating, assigning, and tracking JIRA issues.
- Classification and troubleshooting of DevOps issues for fix analysis and root cause analysis (RCAs).
- Administration of Confluence, SharePoint, and Gitlab platforms.
- Implementation of various development, testing, automation tools, and IT infrastructure.
- Configuration of settings for development, testing, release, update, and support processes for DevOps cycles.

- Continuous improvement and building of continuous integration, continuous development, and continuous deployment pipelines (CI/CD pipelines).
- Encouragement and building of automated processes wherever possible.
- Understanding of cybersecurity measures and comprehension of vulnerability assessment reports.
- Administration of infrastructure, including firewalls, databases, malware protection software, and other processes.
- Coordination and communication within the team and with customers.
- Managing periodic reporting on progress to management and customers.

**Futurenet Technologies India Pvt Limited**

Chennai, India

Support Desk Associate

Aug 19 – May 22

### **Roles & Responsibility:**

- Installed and configured computer hardware, operating systems, and applications in Linux and Windows environments.
- Monitored and maintained computer systems and networks.
- Provided support to staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Performed root cause analysis on various service-impacting events.
- Troubleshooted system and network problems, diagnosing and solving hardware and software faults.
- Provided support, including procedural documentation and relevant reports.

### **Education:**

**B.C.A Bachelor of Computer Applications - (2019-2022)**

University of Madras

**D.ECE DIPLOMA IN ELECTRONICS AND COMMUNICATION ENGINEERING - (2017-2019)**

Panimalar Polytechnic College

### **Certification:**

- IBM Docker Essentials: A Developer Introduction
- AWS Cloud Quest: Cloud Practitioner
- Red Hat Enterprise Linux Automation with Ansible (RH294)
- AWS Cloud Practitioner Essentials