

# LAKSHMI N K MEDA

## CLOUD ENGINEER

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## SUMMARY

Detail-driven individual with multiple years of expertise in infrastructure management and network technologies. Utilises a hands-on approach in the effective design, implementation and maintenance of business network systems. Deep commitment to protecting customer data by maintaining robust network security.

## CERTIFICATIONS

### Cisco Certified Network Associate

Cisco • 2013

### Certified in Cybersecurity

ISC2 • 2023

### Certified Solutions Architect Associate

Amazon Web Services • 2024

## SKILLS

**Cloud Technologies:** AWS, SAM CLI, Terraform, Docker, CI/CD

**Programming:** Python, Javascript, CSS

**Server Technologies:** AD, DNS, DHCP, Group Policies

**Networking:** LAN/WAN, VPN, VLAN, Cisco CLI, Switching & Routing

**Hardware:** Workstations, Printers, Cabling, Network Devices

## WORK EXPERIENCE

### Nendrasys Technologies

Cloud Network Engineer • 2024-Present

- Collaborated with senior management to assess the feasibility of cloud migration for the in-house web application and possibly some of the network infrastructure.
- Developing a cloud migration strategy for the web application resulting in a 15% improvement in performance efficiency within the first week of cloud implementation.
- Optimized the network using multiple vpc's and availability zones and moved 40% of the network infrastructure to the cloud improving the network reliability by 42% and the reduction of operational costs by more than 20%.
- Helped with migrating the in-house authentication system to a hybrid cloud based solution to ensure robustness and availability.
- Developed and published a technology roadmap for the on-prem and cloud network infrastructure with a scope for scalability, reliability and availability.

### Amazon UK

IT Support Associate • 2022 - 2024

- Provided technical support for on-premises IT systems, network infrastructure and end-user devices to ensure reliability, compliance and adherence to standards with a resolution
- Performed on-call support for network incidents within the SLA of 5 minutes to ensure timely response, action and resolution.
- Provided technical input in reviewing infrastructure maintenance procedures to ensure that security, backup failover, alerting and disaster recovery mechanisms were in place and running efficiently.
- Successfully collaborated with 8 sites across EU to assess compliance requirements and infrastructure changes; and implemented software patching and service improvement plans.
- Organized an inventory retrieval project focussing on asset lifecycle management and removal of 600+ non-compliant devices from the network.

### Concentrix India Ltd

Network Administrator • 2019 - 2019

- Performed system and network monitoring of on-premise physical and virtual machines to ensure the integrity and availability of the machines.
- Supported with network administration tasks such as creation and management of virtual machines, VLANs, DNS, port security, trunking, routing & switching, and lan security.
- Executed a network domain migration and data transfer from 100+ PCs, laptops, phone systems, and peripherals in support of a new project.

## Concentrix India Ltd

Technical Support Associate • 2017 - 2019

- *Provided oncall, remote and email escalation support to customers from North America and Europe with a wide range of issues with laptops, desktops, and printers.*
- *Supported customers with all issues such as virus and malware removal, security configuration, software patches, and general solutions to issues with office suites, browsers, mail clients, etc.*
- *Developed time management skills by efficiently organising on-call time, and consistently maintained an average handling time well below the floor target.*

## Cigniti Technologies

Jr System Administrator • 2006 - 2008

- *Supported with the installation, configuration and troubleshooting of desktop systems, laptops, printers, servers and peripherals.*
- *Assisting the admin with assembling of workstation hardware, network cabling and LAN design and Active Directory configuration.*
- *Supported with the monitoring of workstations, printers and managing the device backups.*
- *Update all user desktop, laptop, and network servers with Active Directory Group Policies, Windows Server Update Services, and McAfee Antivirus.*

## EDUCATION

### Master in Cybersecurity

Northumbria University • 2020–2022

### Bachelor in Computer Science

Himalayan University • 2015–2018

## SKILLS

- |                          |                        |                 |                       |
|--------------------------|------------------------|-----------------|-----------------------|
| • Strong problem-solving | • Interpersonal Skills | • Collaboration | • Critical thinking   |
| • Analytical skills      | • Communication        | • Leadership    | • Attention to detail |

**Teamwork and Leadership:** *Learned that teamwork is vital to the success of a task or project, through professional work experience and management projects at the university. Elected as a student representative at Northumbria University and successfully ran a career choice program with CV360 team, benefitting the students in improving their post-study prospects.*

**Problem Solving:** *Developed strong research and analytical skills through university study and previous work experience. Capable of carrying out tasks in a systematic and methodical approach, with a strong focus on completing the task in an efficient and timely manner.*