LAKSHMI N K MEDA

IT 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

WORK EXPERIENCE

Amazon UK
IT Support Associate II • 2022 - Present

- *Provided technical support for on-premises IT systems, network infrastructure and end-user devices to ensure reliability, compliance and adherence to standards.*
- *Troubleshooted and triaged hardware as well as project based work with focus on asset lifecycle management and request fulfilment.*
- *Assessed and implemented software patching and change management requests and handled the service improvement plans.*
- *Performed on-call support for high severity incidents with timely response, information gathering and resolution in line with service management guidelines.*
- *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 multiple sites physically and virtually and assisted with the compliance requirements and business level infrastructure changes.*

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.*
- *Provided technical support and training for help desk staff and the IT team, which included troubleshooting system and networking issues.*
- *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 strong troubleshooting skills on critical Windows issues like BSOD's, update and upgrade issues, registry errors etc, no boot scenarios 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 of Science in Computer Science
Himalayan University • 2015–2018

SKILLS

- Strong problem-solving
- Analytical skills
- Interpersonal Skills
- Communication
- Collaboration
- Leadership
- Critical thinking
- 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.*