

Namisha Kalra

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Professional Summary

Detail-oriented and proactive Cloud & DevOps Support Engineer with hands-on experience in AWS infrastructure setup, CI/CD pipelines, system monitoring, and application support. Proven ability to manage technical support tasks, optimize performance, and ensure secure, scalable, and cost-effective cloud solutions for enterprise-level projects.

Technical Skills

- AWS (EC2, RDS, ELB, IAM, CloudWatch, VPC, S3, WAF, KMS)
- DevOps Tools (Jenkins, Git, CI/CD, Logging, Monitoring)
- Programming: Java, PHP, MySQL
- Platforms: POS Systems
- Ticketing Systems: Jira
- Languages: English, Hindi

Project Experience

AWS Support Engineer – Abacode (Client: Abacode Security)

- Configured and deployed AWS infrastructure based on project requirements.
- Handled Jira ticket tasks linked to AWS services.
- Provided full-stack AWS technical support to the development team (Frontend & Backend).
- Participated in client meetings and technical discussions.
- Managed server deployments and performed regular updates.
- Implemented AWS-based security protocols and monitoring tools.
- Ensured performance optimization and system reliability.
- Resolved issues through effective troubleshooting and documentation.
- Facilitated knowledge transfer and documentation for future support.

Cloud Infrastructure Engineer – Abate Eye Hospital

- Designed and implemented cloud architecture for Odoo CRM on AWS.
- Provisioned EC2 instances and configured VPC, ELB, and security groups.
- Managed RDS for PostgreSQL/MariaDB, ensuring data backup and disaster recovery readiness.
- Configured IAM roles, policies, and KMS for secure data access and encryption.

- Deployed AWS WAF and CloudWatch for infrastructure security and health monitoring.
- Implemented cost-effective instance models (On-demand & Reserved).
- Delivered training to end-users on CI/CD processes and prepared system documentation.
- Provided support based on SLAs, including patching, scaling, and performance monitoring.

DevOps Support Engineer – Saleculator POS

- Supported development and deployment of a monolithic POS system.
- Managed database backups for multi-counter setups.
- Assisted in system performance tuning and data recovery strategies.
- Contributed to language support expansion (English, Arabic) and Raspberry Pi deployment.
- Coordinated with QA and deployment teams for smooth testing cycles.

Certifications

- Ethical Hacking Essentials (EHE) – EC-Council
- Advanced Cybersecurity Certification – IIIT-B via upGrad
- Cyber Security Threats – Great Learning
- Introduction to Firewalls – Great Learning
- Cloud Service Provider – Great Learning
- AWS Compute Services – Great Learning

Education

Bachelor of Journalism

University of Delhi | 2019 – 2022

Higher Secondary (12th Grade)

CBSE Board | 2019

Soft Skills

- Problem Solving and Critical Thinking
- Communication and Collaboration
- Time Management
- Adaptability and Continuous Learning