POOJA KANNAN

(857)-398-8866 | poojahusky@gmail.com | linkedin.com/in/poojakannanpk | github.com/poojapk0605

EDUCATION

Northeastern University — Boston, MA
Master of Science in Cyber-Physical Systems (Concentration in Computer Science) — *May 2025*

Prathyusha Engineering College
Bachelor of Engineering in Computer Science

SUMMARY

Versatile Cloud and DevOps Engineer with 5+ years of IT operations experience and hands-on expertise in AWS, GCP, Kubernetes, and infrastructure automation. Passionate about building scalable, reliable systems and deploying ML workflows using modern DevOps and MLOps practices.

EXPERIENCE

IT Infrastructure Specialist — Aug 2021 – Aug 2023
HCL Technologies

- Automated Exchange server management using PowerShell scripts integrated with Jenkins pipelines,improving email system administration efficiency and reducing manual tasks.
- Collaborated on AWS-based backup and disaster recovery solutions for Exchange data, enhancing system reliability and data durability.
- Gained exposure to managing infrastructure in AWS, assisting in setting up S3 storage for secure backup operations.
- Partnered with cross-functional teams to monitor and troubleshoot large-scale hybrid Exchange environments, ensuring uptime and compliance across 10,000+ users.

Support Engineer – Cloud Operations — Dec 2019 – Jul 2021
Concentrix Ltd

- Assisted in managing AWS and GCP resources, including EC2 instances, IAM policies, and VPC configuration, contributing to hybrid infrastructure maintenance.
- Automated infrastructure provisioning under guidance using Terraform and Ansible, improving environment consistency across dev, test, and production.
- Supported CI/CD pipeline integration with Jenkins and ServiceNow to streamline deployments and incident resolution workflows.
- Contributed to operational monitoring and root cause analysis for escalated infrastructure issues using tools like Wireshark and log aggregators

Technical Consultant – Exchange/Office 365 — Dec 2018 – Dec 2019
Wipro Technologies

- Provided support for Exchange Online and hybrid environments, assisting enterprise administrators in maintaining operational health of Office 365 tenants
- Resolved escalated tickets in a global multi-domain Exchange and Active Directory setup supporting 10,000+ users.
- Collaborated with engineering teams to apply best practices in hybrid configurations, backup hygiene, and directory sync issues
- Gained foundational exposure to identity and access management, tenant security, and remote PowerShell administration in enterprise cloud settings

Engineer Trainee – Application Support — Dec 2017 - Dec 2018
CSS Corp

- Delivered Tier 1 and Tier 2 post-implementation support for custom telephony and software applications deployed in client environments.
- Participated in debugging, testing, and minor scripting for issue resolution across Windows-based systems.
- Collaborated in monthly client reviews, contributing operational insights to improve uptime and service delivery.
- Followed incident and change management procedures to align with ITIL operations and support SLAs, gaining early familiarity with monitoring and alerting flows

TECHNICAL SKILLS

Software Development and Scripting Languages : Python, Java, C/C++,JavaScript, Go, HTML/CSS, Bash, Powershell,groovy

Networking/Security: Network protocols, Wireshark, Load balancing, DNS, firewalls, VPNs, ActiveDirectory ,m365, authentication and authorization, security group, encryption

Cloud technologies:AWS cloud (EC2, S3, Lambda, EKS, API Gateway, VPC, CloudWatch, EB), Google Cloud Platform (GCP), Azure, Kubernetes, cloud infrastructure,Terraform, Jenkins, Helm, GitHub Actions, platform architecture, buildpack, git

Monitoring/Streaming: Grafana, Prometheus, Apache Kafka, CloudWatch, monitoring tools, observability tools,

Other Skills: Communication Skills, Problem Solving, Adaptability, Agile