Prakash

Cloud Support Engineer

Contact Information

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Professional Summary

Results-driven Cloud Support Engineer with over 2+ years of experience in AWS cloud services, DevOps technologies, and customer support. Proven expertise in troubleshooting, automation, continuous integration, and configuration management. Strong communicator with a passion for helping customers optimize their cloud investments and enhance their application architectures. Committed to continuous learning and professional development.

Technical Skills

- Cloud Platforms: AWS (IAM,EC2, S3, RDS, VPC, CloudWatch, Lambda,Elastic Beanstalk)

- DevOps/Deployment: Docker, Ansible

- Continuous Integration: Git, Jenkins

- Configuration Management: Ansibl

- Web/Application Servers: Apache HTTPD, Nginx

- Scripting/Development: Python, JavaScript (Node.js), PowerShell

- Containerization: Docker

- Networking: HTTP, TCP/IP, DNS, Load Balancing, SSL/TLS

- Operating Systems: Windows, Linux (Ubuntu, CentOS,Debian)

- Security: Network and Web Application Firewalls, Intrusion Detection and Prevention, DNSSEC, DNS Filtering

Professional Experience

System Support Engineer
I Horse Technologies | Chennai

Client Name: Uswired (US) July 2022 –Nov2022

. Increased software installation efficiency by 25% by introducing custom scripts

. Leveraged Active Directory services to secure the Windows environment, reducing unauthorized access widely

. Used Linux system administration knowledge to manage and troubleshoot over 100 complex server issues

. Implemented a new VPN, improving remote work accessibility while ensuring the system security

. Proposed technical feasibility solutions foe new system design and   suggested   options   for performance   improvement   of technical compounds.

. Maintained client server for 24/7 , without any connectivity failure and conducted preventative maintenance weekly to make better service of client server.

Cloud Support Engineer
I Horse Technologies | Chennai

Client Name: Citygo (Paris) Nov2022-Present

· **Cloud Migration:** Led the migration of on-premises applications to AWS cloud, ensuring minimal downtime and optimized performance.

· **CI/CD Pipeline Automation:** Designed and implemented a robust CI/CD pipeline using Jenkins and Docker, significantly reducing deployment time.

· **Configured and deployed cloud-based applications weekly,** ensuring successful deployments and reducing deployment downtime by 25%, thereby enhancing the user interface.

· **Network Security Enhancement:** Implemented advanced network security measures, including SSL/TLS configurations and intrusion detection systems, enhancing overall security.

· **Maintained all servers running on EC2,** upgrading their operating systems, and performing database migrations from one subnet to another, ensuring optimal performance and security.

· **Deployed a new GitLab server for company use,** enhancing version control and collaboration among development teams.

· **Implemented quarterly rotation of PEM keys** to enhance security in the production environment.

Education

BTech in Information Technology

Sri Manakula Vinayagar Engineering College, Puducherry

Graduated: 2018-2022

Certifications

- AWS Certified Solutions Architect – Associate (course completion certificate)

- Cisco Certified Network Associate (CCNA) (course completion certificate)

-C & C++ (NIIT certificate)

Languages

- English (Fluent)

- Tamil (Native)

Area of Interests

- Cloud computing innovations

- DevOps and automation

- Mentorship and professional growth