

# Rajesh Kumar

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## EDUCATION

MJRP University  
B.Tech

Jaipur, Rajasthan  
Graduation Date: Jul 2014

## WORK EXPERIENCE

### Infracloud/SUSE

Pune, MH

Customer Success Engineer

Apr 2022 - Present

- Provided technical expertise to over 50 Neuvector customers, resulting in a 95% renewal rate and an average customer satisfaction score of 9.5 out of 10.
- Identified root cause of 90% of customer issues by conducting in-depth analysis and troubleshooting, resulting in an average resolution time reduction of 50%.
- Improved infrastructure management by implementing automation workflows using Terraform, GitOps and ArgoCD resulting in a 20% reduction of manual errors.

### Betsol/Avaya

Pune, MH

Senior System Engineer

Jun 2020 - Apr 2022

- Wrote 100+ shell scripts related to automation and as per application requirement.
- Linux security and hardening as per compliance.
- Debugging, troubleshooting and fixing bugs and issues in the application.

### Indio Networks

Pune, MH

Senior Support Engineer

Apr 2015 - Jun 2020

- Troubleshoot and debug network/wireless issues using wireshark, and wifi analyzers.
- Collaborated with the development team to identify and fix bugs.
- Conducted training sessions for new support hires on effective communication techniques resulting in a 20% increase in customer satisfaction scores.

## SKILLS

**Skills:** Linux, Scripting and Automation, Kubernetes, Docker, Security, Istio, ArgoCD, Terraform, Git, AWS, Golang, NeuVector, Networking

## LICENSES & CERTIFICATIONS

Certified Kubernetes Administrator - The Linux Foundation LF-zzp74u154v

Technical Support Fundamentals - Coursera ALYQ29K9TSTF

Introduction to Programming Using Python - HackerRank F6BC0BA213AA

Deploy to Kubernetes in Google Cloud - Google Cloud Skills Boost 1725525