

Diwakar Lalam

Graduate Engineer Trainee

To work in a challenging and responsible Organization where my professional background can be utilized and contribute to the successful progress of the organization.



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WORK EXPERIENCE

Analyst

HCL Technologies limited, Noida, India

11/2022 - Present

Vishakapatnam, India

Summary of experience

HCL Technologies

11/2022 - Present

Noida, India

Achievements/Tasks

- Having 2 years of experience in AWS Cloud.
- Managed Multi Cloud services including AWS, GCP & Azure.
- Utilized monitoring and analytics tools including eG, Splunk, and New Relic, to ensure performance and security.
- Managed AWS cloud Services including AppStream, Workspace(VDI)
- Maintained active reporting, resulting in a 30% reduction in response time to Critical alerts and incidents.
- Actively engaged in incident handling and ticket resolution, reducing downtime by 15%.
- Resolved issues, resulting in increase in customer Satisfaction.

EDUCATION

BTECH

Hindustan University, Chennai, India

05/2018 - 07/2022

Chennai, India.

Courses

- B Tech with 82% from Hindustan University (2022) in Computer science and technology.

TECHNICAL SKILLS

AWS cloud (11/2022-present)

Java(intermediate)

Linux(intermediate)

SQL(intermediate)

Web development; Front end design ; HTML, CSS, Javascript

ROLES & RESPONSIBILITIES

Actively participated in team meetings offering insights and suggestions to improve process and enhance team performance.

- Working on monthly security patching for target servers and Troubleshoot OS related issues in Windows Machines.
- Performing Changes on the server as Change Management Process.
- Proactively identified recurring problems and escalated issues to leadership for global solution, manage servers, Access rights, permissions, policies, and permissions following current standards, user support on Various issues through service now Tickets/Incidents.
- experience with working in production, Development and testing environment

CERTIFICATIONS

Google Cloud Professional Architect.

Microsoft Azure Fundamentals (AZ-900)

LANGUAGES

English

Full Professional Proficiency

Hindi

Professional Working Proficiency

Telugu

Full Professional Proficiency