Ram Sharma

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PROFESSIONAL SUMMARY

Highly motivated and customer-focused Technical Support Specialist with 2+ years of experience providing exceptional IT assistance and resolving complex technical issues within academic environments. Proven ability to troubleshoot hardware and software problems, deliver timely solutions, and maintain high levels of user satisfaction among faculty, staff, and students. Adept at translating intricate technical concepts into easily understandable terms for diverse non-technical individuals, supporting educational and research objectives.

TECHNICAL SKILLS

Core Technical: Software Knowledge and Troubleshooting and Hardware Diagnostics and Repair
Hard Skills: CI/CD Pipelines, Configuration Management , Network Administration , Cloud Computing , Automation , Continuous Integration
Techniques:Agile Methodologies , Virtualization , Systems Administration
Languages: Python, JavaScript/TypeScript, HTML/CSS, LaTeX
Containerization: Docker
Orchestration: Kubernetes, Terraform, Docker swarm
Framework: Bootstrap and Django
Web Servers: NGINX and Apache2
Tools and Software: Git/GitHub, Unix Shell, Bash , Shell Scripting, Vim, Sublime, Visual Studio Code and Pycharm IDE
OS: Windows, Linux (Ubuntu, CentOS)

SKILLS

- Technical Support

- Problem Solving

- Customer Service

- Software Troubleshooting

- Hardware Configuration

- Gimp, In Design

- Angular, HTML5, CSS/Bootstrap and JavaScript/Typescript

- Joomla CMS, Drupal CMS

- Project Management, Public Relations, Teamwork and Time Management

EXPERIENCE

CVIT, IHub-Data Foundation | *IT Support Assistant*   2024 – Present

- Delivered IT Support to Student and Faculty, resolving technical issues related to hard and software.
- Developed a user guide to streamline the troubleshooting process for common technical problems
- Helped maintain computer labs and assisted in the installation of new software systems for the university
- Troubleshoot technical challenges, coordinate with relevant teams to resolve issues, and escalate critical problems when necessary

CVIT, IHub-Data Foundation | *Web Developer* 2022 – 2024

- Having a Hands-on experience on Developed amd maintained scripts for automated deployment using Ansible.
- Work closely with programmers and Senior Web developer to meet project requirements, goals, and desired functionality.
- Assisted in the design and implementation of the company's cloud infrastructure on AWS.
- Having a Hands-on experience on setting up the CI/Cd pipeline using Jenkins and GitHub
- Manage website development projects from initial design through completion, optimizing all cross-browser and multi-platform compatibility.
- Conduct training for clients on handling website content management systems.
- Enable site-wide promotions by programming HTML5 canvases to animate particles on web backgrounds.

Center For Visual Information Technology | *Front-End Developer* 2018 – 2022

- Developed dynamic and interactive website that ensured high traffic, page views, and user experience.
- Created and assisted with the design, development, and support of new and existing secure websites and web applications.
- Worked as part of a 4 to 6 person team, and communicated in a professional and collegian way.
- Designed processes for cleanup and performance improvement that minimized downtime.

Applied Research Lab | *Front-End Developer Intern* 2017 – 2018

- Developed websites from front to back-end using PHP, JavaScript, CSS and HTML.
- Enhanced user experience and accomplish web-page objectives by creating site structure, navigation, page optimization, and graphics integration.
- Implemented enhancements that improved web functionality and responsiveness.
- Designed and maintained both corporate and client websites, using scripting languages and content management systems including Joomla.

AREA OF INTEREST

- Cloud computing, containerization, infrastructure automation,
- Continuous integration/continuous deployment (CI/CD),
- Security, or site reliability engineering (SRE)

PROJECTS

Web Application Development with a Jenkins Pipeline Triggered by GitHub Web-hook Integration

| *Ansible, Git, Unix Shell, Docker, Jenkins, VS Code, HTML/CSS.* Jul. 2024

- The project aims to automate the building, testing, and deployment process of a web application using Jenkins and GitHub. The Jenkins pipeline will be triggered automatically by GitHub web-hook integration when changes are made to the code repository. The pipeline will include stages such as building, testing, and deploying the application.

Deploying web app using Jenkins CI/CD declarative pipeline

| *Ansible, Git, Unix Shell, Docker, Jenkins, VS Code, Kubectl* Jul. 2024

- The project is about automating the deployment process of a web application using Jenkins and its declarative syntax. The pipeline includes stages like building, testing, and deploying to a staging environment. It also includes running acceptance tests and deploying to production if all tests pass.

Deploying a Multi-Tier Website Using AWS EC2

| *EC2 Instanc, AutoScaling and RDS Instance,* Jan. 2024

- Amazon Elastic Compute Cloud (Amazon EC2) provides scalable computing capacity in the Amazon Web Services (AWS) cloud. Using Amazon EC2 eliminates your need to invest in hardware up front so you can develop and deploy applications faster. You can use Amazon EC2 to launch as many or as few virtual servers as you need, configure security and networking, and manage storage. Amazon EC2 enables you to scale up or down to handle changes in requirements or spikes in popularity, reducing your need to forecast traffic

India Driving Dataset (IDD Datasets) and IHub Data Mobility

| *Data Collection and Data management and verification using Python, Shell Script*   2022 - 2023

- While several datasets for autonomous navigation have become available in recent years, they tend to focus on structured driving environments. This usually corresponds to well-delineated infrastructure such as lanes, a small number of well-defined categories for traffic participants, low variation in object or background appearance and strict adherence to traffic rules. We propose IDD, a novel dataset for road scene understanding in unstructured environments where the above assumptions are largely not satisfied.
- For more than 20 years, IIIT-Hyderabad (IIITH) has been dedicated to enhancing the quality of education in cutting-edge areas of Artificial intelligence (AI) and Machine Learning (ML) through strong research programs in machine learning, image processing, computer vision, robotics, natural language processing, pattern recognition, and speech processing. IHub-Data, IIIT-Hyderabad is one of the 25 Technology Innovation Hubs (TIHs) established under the National Mission on Interdisciplinary Cyber - Physical Systems (NM-ICPS) by DST, Government of India.

Ego4D: Around the World in 3,000 Hours of Egocentric Video

| *Data Collection and Data management and verification using Python, Shell Script*   2019 - 2022

- At IIIT Hyderabad, we recorded 660.5 hours of data with the help of 138 subjects. The videos were collected in 5 different states in India, geographically well apart. We cover 36 different scenarios, such as making bricks using hands, knitting, making egg cartons, and hairstyling. The age of subjects ranged from 18-84 years with 10 distinct professional backgrounds teachers, students, farmers, blacksmiths, homemakers, etc.). Out of all the subjects, 94 were males, and 44 were females. We use GoPro Hero 6 and GoPro Hero 7 for recording the videos. The GoPro's were shipped to the participants in different parts of the country. Videos were shared back either in external hard disks or over the cloud storage. Each video was manually inspected for any sensitive content before sharing.

Deploying a Multiple Website Using Django and PHP

| *HTML, CSS, JavaScript, Python, Django, VS Code*   Feb. 2017 - 2019

- Developed and maintained a complex web application using Python, Django, and related technologies, resulting in a 25% increase in user engagement and a 20% increase in revenue within the first year.
- Wrote custom Python code to extend Django applications, resulting in a 30% reduction in development time and a 15% increase in overall code quality.
- Collaborated with other developers, designers, and stakeholders to integrate third-party services and APIs, resulting in a 40% increase in application functionality and user satisfaction.
- Created and maintained automated unit and integration tests, reducing bug-related delays by 40% and improving overall code quality by 15%.

EDUCATION

Osmania University   2013 - 2016
B.S.C Computer Science   *Percentage : 62%*

Royal Junior College   2011 - 2013
Intermediate With MPC   *Percentage: 86%*

Navodaya High School   2010 - 2011
Secondary School Certificate   *Percentage: 64%*

CERTIFICATIONS

- **Cloud Computing and Devops**
  Intellipaat Collaboration with IBM and Microsoft

- **AWS Cloud Technical Essentials**
  Coursera Online

- **Programming for Everybody (Getting Started with Python)**
  Specialization at University of Michigan (Online)

- **Web Designing** at *ICICI Academy for Skills*

- **ASP.NET and C# .NET** at *Peers Technologies PVT. LTD.*

- **Advance Excel** at *GCS Instituted of Advance Technology*

- **Computer Fundamentals and MS Office** at *Karan Computer Institute*

ACHIEVEMENTS / AWARDS

- Coordinator for a NLTM OCR Data Collection for Meta Aria.

- Coordinator for a EGO 4D Data Collection for Facebook AI.

- Data collected 1000 hrs of data for research purposes.

- Data collection and coordinator for a Indian Driving Data (IDD) research purposes.

- IT Support and Volunteering active member of the Events and Conferences.