Shivani Varu

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OBJECTIVE:

Seeking a Cloud Support Associate Internship at Amazon Web Services, leveraging a strong foundation in networking, operating systems, and cloud computing concepts. Enthusiastic about applying hands-on experience with AWS services to troubleshoot and innovate in a collaborative, customer-focused environment.

HIGHLIGHTS OF QUALIFICATIONS:

- Strong foundation in networking concepts, including TCP/IP, DNS, routing, and switching, gained through coursework and hands-on projects.
- Proficient in troubleshooting and debugging cloud and on-premises IT environments, addressing root causes effectively to improve operational efficiency.
- Proficient with functional scripting languages such as Python and shell scripting to automate tasks.
- Practical experience with AWS services, Microsoft 365, and cloud computing fundamentals, gained through academic projects and hands-on learning.
- Proficient in creating and maintaining detailed technical documentation, ensuring clear communication of AWS services, troubleshooting processes, and seamless knowledge sharing within teams.
- Proficient in designing and implementing cloud architectures to build reliable systems and migrate on-premises environments to cloud platforms using modern tools and technologies.
- Skilled at resolving critical technical issues through collaborative problem-solving with diverse teams

TECHNICAL SKILLS:

- Cloud & Virtualization Tools: AWS (EC2, S3, RDS, Lambda), Docker, VMware, Hyper-V, Microsoft 365
- Programming & Scripting: Python, Shell scripting
- Networking & Troubleshooting: Traceroute, cURL, iperf
- Operating Systems: Windows Server, Linux (Ubuntu)
- Documentation & Productivity Tools: Microsoft Office Suite (Excel, Word, PowerPoint)

EDUCATION:

Postgraduate Certificate in Cloud Computing Technologies   Sept 2024 – Expected Aug 2025
George Brown College - Casa Loma Campus, Toronto
- **Key Projects**
    - **Windows Server Infrastructure**: Deployed and secured Windows Server environments, optimizing network traffic with DNS, configuring advanced DHCP settings, and implementing Hyper-V for virtualization. Streamlined client deployment using WDS and enforced compliance through Group Policies.
    - **Microsoft 365 Services (I & II):** Automated user onboarding with PowerShell, deployed Microsoft 365 apps, and configured secure collaboration tools like Exchange mailboxes and SharePoint with restricted access policies. Improved productivity and security for TechSolutions Inc. by managing Microsoft 365 environments, implementing Defender policies, configuring SharePoint and OneDrive retention, and monitoring compliance with audit logs.

Software Quality Assurance and Test Engineering, Post-Graduate Certificate **Sept 2023 - Aug 2024**
Conestoga College Institute of Technology and Advanced Learning - Waterloo Campus**,** Ontario, Canada

Information Technology, Bachelor of Engineering **Aug 2019 - Jun 2022**
Sarvajanik College of Engineering and Technology, India

CERTIFICATIONS:

- Microsoft 365 Fundamentals (MS-900) Score: 944/1000 **Jan 2025**
- Microsoft 365 Administrator (MS-102) Score: 797/1000 **Dec 2024**

PROFESSIONAL EXPERIENCE:

Software Testing Intern (Training) **March 2023 – Sept 2023**
STAD Solution – Ahmedabad, Gujarat, India (Remote)

- Designed and executed 35+ test cases, improving testing accuracy and efficiency by 25%.
- Conducted comprehensive manual testing for e-commerce platforms, identifying and documenting critical bugs to ensure smoother workflows.
- Identified and documented critical bugs in an educational game, collaborating with developers to expedite resolution and enhance user satisfaction.
- Developed and tested applications for messaging and multimedia, ensuring reliability through comprehensive troubleshooting and collaborative testing.
- Streamlined test documentation using Excel, enabling better tracking and reporting during manual testing phases.
- Supported team members in debugging applications and validating fixes, reinforcing a collaborative and results-driven environment.

Student Associateship **Oct 2020 – Feb 2021**
Design innovation Centre - **Gujarat Technological University** – India (Remote)

- Customized and developed a web-based registration platform for the Autodesk Fusion 360 Challenge, enhancing participant engagement by 40%.
- Automated participant registration and reporting processes using Google Forms, reducing manual efforts and errors by 50%
- Deployed the website using GitHub for version control and collaborated with a team to ensure 99% uptime.
- Leveraged cloud-based tools to deliver secure, user-centric web solutions for event registration.
- Managed remote collaboration via Google Meet, ensuring timely project delivery and seamless updates.

VOLUNTEER EXPERIENCE:

Event Volunteer – Inter-College Techno Fest 'Converse 2020' **Oct 15–16, 2020**
Sarvajanik College of Engineering and Technology, Surat, India

- Organized and marketed a virtual placement prep event, increasing visibility by 40% via Instagram campaigns.
- Managed virtual onboarding and troubleshooting for 96 participants using Moodle and Google Meet.
- Ensured smooth operations by coordinating with a team to troubleshoot technical issues and guide participants through virtual platforms.
- Received positive participant feedback for creating a professional, well-structured placement simulation experience.