

Sunny Pascoal Dias

Cloud Engineer | Data Engineering Analyst | Cloud Systems Administrator | DevOps | Data Analyst
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Profile Summary

Cloud Operations Specialist with 2+ years of experience managing and optimizing cloud infrastructure, ensuring high availability, performance, and efficiency. Excellent at handling diverse operational tasks, including server management, deployment automation, and proactive monitoring, while streamlining processes through automation. Committed to continuous learning and contributing to innovative cloud solutions in a dynamic and growth-oriented environment.

Skills

Cloud Platforms: Google Cloud (GCP), Microsoft Azure

GCP Cloud Services: CloudSQL, BigQuery, VM Instances, Pub/Sub, Cloud Storage

Operating Systems: Linux, Windows Server

Programming Languages: Python, Shell Scripting, JavaScript

Deployment and Automation: Terraform, GitHub, gCloud

Monitoring Tools: Splunk, Cloud Monitoring

ITSM Tools: ServiceNow (Incident, Service Request, and Change Management)

Cloud Operations: Resource Optimization, Backups, Restores, and Performance Tuning

Other Expertise: Documentation, Agile Software Development

Soft Skills: Effective Communication, Problem-Solving, Adaptability, and Teamwork

Certifications

- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Azure Administrator Associate
- Google Cloud Certified: Associate Cloud Engineer
- Google Cloud Skill Boost: Earned skill badges in Insights from Data with BigQuery, Creating and Managing Cloud Resources, and Automating Infrastructure on Google Cloud with Terraform.

Key Achievements

Automation: Researched and developed a script to automate and schedule the GCP BigQuery backup process, reducing manual work from 1 hour daily to 5 minutes.

Enhanced Efficiency: Deployed Terraform scripts to enable bulk addition and deletion of users, reducing manual effort by 70% and halving user management time for teams managing 100+ users.

Cost Optimization: Implemented a Python and Shell script on gCloud to gather monthly GCP recommendations data across projects and successfully implement those recommendations, resulting in monthly savings of USD 18,000.

Work Experience

Data Engineering Analyst

Accenture | Mumbai, India | 12/2022 - 08/2023

- Deployed infrastructure using Terraform, gCloud, and GitHub (IaC), reducing manual intervention by 90% and ensuring error-free provisioning for cloud environments, improving efficiency and consistency in deployment processes.
- Led change management processes for change requests, service requests, and incidents through ServiceNow, maintaining a 99% success rate in incident resolution and meeting SLAs.
- Managed Linux-based cloud systems, ensuring security and stability through regular patch upgrades and proactive troubleshooting, reducing system downtime by 15%.

- Restored GCP BigQuery tables and views based on client requests, utilizing timestamp-based recovery, SQL restore queries, and cloud logging for view recreation, achieving 100% accuracy in data recovery and reducing resolution time by 30%.
- Performed table restorations on CloudSQL instances using point-in-time recovery, achieving 100% data accuracy and reducing downtime by 20%.
- Managed PostgreSQL CloudSQL instances via DBeaver, creating and assigning roles to users to ensure proper access control, improving security compliance by 25%.

Application Development Associate

Accenture | Mumbai, India | 06/2021 - 11/2022

- Researched, documented, and implemented GCP BigQuery and CloudSQL SOPs, resulting in 100% successful client approvals and streamlining operational processes for teams and clients.
- Provided 24/7 on-call support and managed rotational shifts, ensuring uninterrupted system availability and timely execution of changes outside regular office hours to maintain cloud infrastructure uptime.
- Collaborated with the Azure team to implement technical solutions for large-scale projects, improving issue resolution time by 25% and enhancing team performance and productivity.
- Managed SQL Server Management Studio (SSMS) hosted on Azure VMs, performing regular backup and restore operations, including differential backups, full backups, and transaction log backups, ensuring 100% data integrity and availability.
- Conducted server access via SSMS to implement updates, apply patches, and create users and roles, reducing security vulnerabilities by 15% and improving system performance by 20% over 12 months.

Junior Developer

Clarus Info Solutions | Mumbai, India | 01/2021 - 05/2021

- Developed a module for a task management application using the GCP Drive API, enabling over 500 clients to save their files directly to Google Drive.
- Integrated GCP Gmail API into the contact page of WordPress websites to receive emails directly into the specified mailbox, streamlining the communication process to receive 200 plus daily emails.
- Applied Agile software development and release engineering (branching, versioning, tagging) with GitHub, enhancing workflow efficiency and version control.

Education

Information Technology Business Analysis

Conestoga College | Post Graduate Certificate | Canada | 09/2023 - 12/2024

GPA: 3.8/4.0

Information Technology

University of Mumbai | Bachelor of Engineering | India | 07/2016 - 05/2020

GPA: 7.75/10

Award

High Performer Award for the Quarter (Q3-2023)

Accenture