

(AWS Admin), Chennai, 600097

+91867

[swmail.com](mailto:swathisundarlm@gmail.com)

Swathi S

Objective:

To secure a challenging position in a reputable organization to expand my learning, Knowledge, skills and to make a significant contribution to the success of the company.

|  |  |
| --- | --- |
| Professional Summary | * Having Overall Experience 3.8 Years in TATA Consultancy Services. 2.3 Years of  experience as AWS Admin and 1.5 Year as Remote Desktop Engineer.  * Worked on 1 Transition, 1 Support project and currently working in Transition team.  * Working on Amazon Web Services (IAM, EC2, S3, EBS, VPC, Cloud Watch, RDS) * Worked on Windows OS patch installation.  * Monitoring system performance and responding to various system alerts and provides initial problem diagnosis and/or resolution.  * Creating S3 buckets and managing policies for S3.  * Performed Windows VM Hard Disk size increase with vSphere Web Client and Sphere client.  * Track computer system issues through to resolution, within agreed time limit to avoid escalation and better customer satisfaction.  * Troubleshooted on Office applications like Excel, Skype, Outlook on client asserts.  * Worked on VPN related connection issue. |

|  |  |
| --- | --- |
| AWS Skill Summary: | * Configured AWS Identity Access Management (IAM) Group and users for  improved login authentication.  * Process good knowledge in creating and launching EC2 instance using AMI’s of Linux and Windows  * Worked on Creating snapshots and Amazon machine images (AMIs) of the instance for backup and creating clone instances.  * Creating Public and private subnet within the VPC and attaching them to the EC2 instance based on the requirement.  * Created and configured elastic load balancers and auto scaling groups to distribute the traffic and to have a cost efficient and highly available environment.  * Integrated Amazon Cloud Watch with Amazon EC2 instances for monitoring the log files and track metrics.  * Configured S3 buckets with various life cycle policies to archive the infrequently accessed data to storage classes based on requirement.  * Created roles for EC2, S3, Cloud Watch and EBS resource to communicate using  IAM. |

|  |  |
| --- | --- |
|  | * Created volumes for storing application files for use with EC2 instances  whenever they are mounted to them.  * Created load balancers (ELB) and used Route53 with failover and latency options for high availability and fault tolerance.  * Expertise in architecting secure VPC solution in AWS with help of Network ACL's, Security group, public and private network configurations.  * Setup Snapshots to take backups of the volumes and images to store launch configurations of the EC2 instances.  * Configured and maintained the monitoring and alerting of production and corporate servers/storage using Cloud Watch.  * Created topics in SNS to send notification to subscribers.  * Experienced in creating RDS instances to serve data through servers for responding to requests.  * Performed Windows VM Hard Disk size increase with vSphere Web Client and Sphere client.  * Obtained preliminary snapshot when applying an MS patch from Pure Storage.  * Have basic understanding on Linux OS, Monitoring system performance and responding to various system alerts.  * Handled regular Windows Patching activity on cycles for all environments. |
| Remote RE Skill Summary: | * Maintained Active Directory of client side for access related issues.  * Worked on Juniper & Pulse secure VPN connection issue and resolved the same.  * Have coordinated with L3 supports and referred multiple internal databases and external resources to provide accurate tech solutions.  * Troubleshooted on Mobility issue in INtune portal for the easy and secured accessibility of client information.  * Performed quality checks in SCCM for better functionalities in client assets.  * Worked with client portals for Installation/Configuration of printers on clients assert and have resolved the connectivity issue in user end.  * Achieved Extremely high level of customer satisfaction throughtimely mitigation and resolution of issues.  * Troubleshoot basic network connectivity issues.  * Researched and identified solutions for software and hardware issues and documented the same in Known Error Database  * Diagnosed and troubleshooted on Office applications issues which includes– Mail/Calendar sync, Access delegation, Skype connectivity, Macros issue in Excel. |

# PROJECT #2

Organization : **TCS**

Period : 2 Years

Client : **Suntory**

Role : AWS Admin

|  |  |
| --- | --- |
| **Client overview** | * **Suntory Beverage & Food Limited** is a Japanese multinational brewing and  distilling company group. Established in 1899, it is one of the oldest companies in the distribution of alcoholic beverages in Japan. With its 2014 acquisition of Beam, Inc., it has diversified internationally and become the third largest maker of distilled beverages in the world. |
| **Role and Responsibility** | * Handled regular Windows Patching activity on cycles for all environments (Test, Dev, Prod)  * Create and ensure that all work instruction and process documentation is maintained and kept up to date.  * Used IAM for creating roles, users, groups and implemented MFA to provide additional security to AWS account and its resources.  * Integrated Amazon Cloud Watch with Amazon EC2 instances for monitoring the log files and track metrics.  * Increasing EBS backed volume storage capacity when the root volume is full using AWS EBS Volume feature.  * Worked on Creating snapshots and Amazon machine images (AMIs) of the instance for backup and creating clone instances.  * Configured S3 buckets in the AWS environment to store files.  * Monitoring system performance and responding to various system alerts and provides initial problem diagnosis and/or resolution.  * Create AD objects, users &groups and provide them access to servers/VMs. * Have basic understanding on Linux Operating System.  * Performed Disk expansion on hosts based on user request and various system  alerts. |

# PROJECT #1

Organization : **TCS**

Period : 1.5 Years

Client : **GenRe (General Reinsurance Corporation)**

Role : Remote Desktop Engineer

|  |  |
| --- | --- |
| **Client overview** | * **General Reinsurance Corporation** is an American multinational  property/casualty and life/health reinsurance company offering a range of reinsurance products and services. General Reinsurance Corporation’s history began in 1921 as the General Casualty and Surety Reinsurance Corporation. The company is a direct reinsurer and is represented in all major reinsurance markets worldwide |
| **Role and Responsibility** | * Perform Password resets in Active Directory,Corpadmin and SAP applications.  * Track computer system issues through to resolution, within agreed time limit to avoid escalation and better customer satisfaction.  * Have been part of Office 365 Migration. Diagnosed and troubleshooted on Office applications issues.  * Keep a track on all unresolved incidents/tickets and follow up with different support team until closer, within defined SLA timelines.  * Install/Setup required applications on user asset based on ADGroup policies. * Map network drives using group policies in client assert.  * Install/Troubleshoot Juniper and Pulse secure connection issues. * Perform VM restart from VMware client based on user request.  * Have exceptionally strong customer service skills and professional attitude |

Certification : AWS Certified Cloud Practitioner

Educational Qualification : Nehru Arts and

Science College, Coimbatore.