Abhinash Kumar Dubey

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SUMMARY

Dedicated IT professional with 3 years of experience in customer service, cloud operations, and client-facing roles. Proficient in Azure Active Directory, Office 365, and AWS cloud services. Skilled in managing ticketing processes to ensure efficient resolution of customer issues. Demonstrated ability to troubleshoot complex problems and enhance customer satisfaction levels. Seeking a challenging opportunity to leverage technical expertise and client-facing experience.

KEY SKILLS

Cloud Technologies: Amazon Ec2, Lambda, S3, VPC, IAM, CloudFormation, Cloud Watch, RDS, Elastic Beanstalk
DevOps Tools: Git, Linux, Jenkins, Docker, Ansible, Kubernetes, Apache, Tomcat, Terraform and Prometheus
Directory Services: Azure AD, On-prem AD, Exchange server, O365

PROJECTS

Deploying a Multi-Tier Website Using AWS EC2

- Migrated Company website to AWS EC2, achieving high availability, scalability, and agility through a multi-tier architecture and Auto Scaling.
- Improved website performance and cost-efficiency with Auto Scaling, while ensuring data security through managed database services (Amazon RDS) and robust security measures.

Streamlining Abode Software Development with DevOps Pipeline

- Implemented complete DevOps lifecycle for Abode Software's product, enabling faster software delivery and reduced risk.
- Leveraged Git and Code Build for effective version control and automated testing.
- Containerized the application with Docker for portability and scalability.
- Reduced downtime and manual intervention, streamlining the development process.

From Monolith to Scalable Cloud Deployment for Analytics Pvt Ltd.

- Migrated from a monolithic application to containerized microservices using Docker, improving portability, maintainability, and scalability.
- Implemented a Git-based workflow with Code Build triggering builds on master branch pushes, ensuring consistent and reliable deployments.
- Deployed a Kubernetes cluster for efficient container management and autoscaling based on demand, meeting increased user traffic.
- Leveraged Terraform for infrastructure provisioning and configuration management in AWS, enabling automation and consistency.
- Established a fixed monthly release schedule on the 25th, ensuring predictability and control for stakeholders.
- Reduced manual intervention through automation, streamlining development and deployment processes.

Automated High-Availability Website Deployment on AWS

- Efficiently deployed a high-availability PHP application with external Amazon RDS database on Elastic Beanstalk, reducing deployment time and ensuring continuous uptime.
- Achieved decoupling between application and database, enabling independent scaling and database management. This facilitated effortless environment swaps and blue/green deployments without downtime.
- Successfully configured security groups and implemented auto scaling within Elastic Beanstalk for optimal resource utilization and cost-effectiveness.

PROFESSIONAL EXPERIENCE

IT Operation Analyst
Mar '23 - Present

Teleperformance
Gurugram

- Streamlined deployment processes by implementing Jenkins and Ansible for efficient system configuration management
- Provisioned and configured AWS EC2 instances within Virtual Private Clouds (VPCs)
- Successfully managed and maintained Elastic Block Storage (EBS) volumes
- Deployed web applications efficiently using Docker and K8s for seamless deployment and management
- Managed and assigned user roles using Identity and Access Management (IAM) system
- Consistently met service level agreements by ensuring timely resolution of end-to-end problem tickets
- Managed user account operations in Microsoft Azure Active Directory and Windows Active Directory
- Developed and implemented access control policies, defining roles and permissions
- Collaborated with Development and Testing Teams to establish and execute build schedules, while troubleshooting any build failures
- Hands on experience on Jenkins, Hudson for continuous integration and build system
- Implemented robust multi-factor authentication methods to enhance security measures and protect sensitive data

- Administered user account operations in Microsoft Azure Active Directory and Windows Active Directory
- Designed and implemented access control policies based on roles and permissions, including setting up and managing MFA methods

IT Help Desk Analyst   Nov '21 - Feb '23

Teleperformance   Gurugram

- Provided Level 1 and Level 2 technical support through calls and chats, consistently exceeding a **KPI of 90%**
- Coordinated with end-users through outbound calls to manage **email escalations** for unresolved issues

Technical Support Engineer   Dec '19 - Mar '21

ICA EDU SKILLS PVT. LTD   GorakhPur

- Proficient in assembling and disassembling PCs and laptops, as well as troubleshooting hardware issues
- Installed and configured Tools operating systems such as Windows 7, Windows 8.1, Windows 10, and Linux
- Proficient in installing printers and network printers, with a strong ability for basic troubleshooting
- Coordinated with vendors to manage IT assets effectively
- Utilized monitoring tools to track key performance indicators and system metrics
- Collected and analyzed data generated by digital control systems to assess their performances
- Extracted meaningful insights from data to identify trends, patterns, and potential areas for improvement
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CERTIFICATION

Cloud & DevOps Program   Jul '23 - Jan '24

Intellipaat

EDUCATION

BCA   Jul '13 - Jul '17

Swami Vivekanand Subharti University   Meerut

Software Engineering

Percentage : 68%