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HIGHLIGHTS

Cognizant Technology Solutions

2010 – present

Tech Lead (Cognizant Infrastructure Services)

- Associate of the Quarter (twice: Q2, 2011 and Q4, 2016).

AUTOMATION

- Led the community on PowerShell-based Automation, at the SBU level, aimed at contributing to hard- and soft-dollar benefits of over USD 100,000.
- Implemented over sixty PowerShell-based automation projects for the client leading to a cost reduction of about USD 6,700 per year.
- Help out up to eight delivery teams per year, with automation in Windows, Exchange and Azure, as part of the pan-organisation Microsoft Community.
- Created and delivered PowerWin, a PowerShell- and Windows Forms-based GUI Windows administration tool to several clients, reducing the troubleshooting, planning and resolution time by ~30%.
- Redefined and automated several technical reports for the client to project only those metrics important for decision-making and to use IT at its full potential.

SERVICE IMPROVEMENT

- Designed and drove the implementation of SCOM 2016 in the environment, including best practices in monitoring and lightweight administration.
- Delivered zero unplanned downtime in Exchange over the last year.
- Implemented Solarwinds Web Performance Monitor to measure application performance, and coordinate with SMEs to meet >99% application availability.
- Architect at Meraki Post, a site built using Jekyll, continuously deployed using GitLab CI, hosted at Amazon S3, and delivered by Amazon CloudFront CDN.

- Published author of a fiction novelette, working on a non-fiction about understanding Multi-level Marketing, and its workings and statistics.
- Blogger: blog about **technology** and **social issues**, and write **short stories**.

CERTIFICATIONS

- Microsoft Specialist in Implementing Microsoft Azure Infrastructure Solutions
- Certified in ITIL® 2011 Foundation Certificate in IT Service Management

AWARDS AND RECOGNITION

Cognizant Technology Solutions 2010 – 2017

- Associate of the Quarter (Q4, 2016; Q2, 2011)
- Outstanding Dependability
- The Leading Light
- Best Tutor
- Best Team Automation/Innovation (team award)
- Techie Mavericks (team award)

EDUCATION

Birla Institute of Technology and Science 2013 – 2017

M.Tech. (Software Engineering)

- Studied through the Work-integrated Learning Programme (8-semester).
- Created PowerWin as part of my technical dissertation.
- Studied Cloud Computing and IaaS as part of the curriculum.

Alpha Arts and Science College 2007 – 2010

B.Sc. (Electronics and Communications)

- University of Madras rank-holder in Major (13th).
- Recognised as the Best Outgoing Student (2007 – '10 batch).
- Served as the President of the Students' Forum, and as the Editor of the yearly departmental magazine.
- Won awards in several national- and state-level intercollegiate competitions.

EXTRACURRICULAR

Published Author 2016 – present

Fiction and non-fiction books

- Published author of a literary fiction novelette, *The Damp Roman Candle*.
- Wrote a book on an analysis of Multi-level Marketing, *Pyramid on My Ceiling*.
- Working on the publication of a fiction novel, *The Restrained Fireball*.

Enterprise-grade Web Solution and Collaboration 2015 – present

Meraki Post: book reviews, author interactions, and all things literary

- Set a custom design and logic for build and deployment based on requirements.
- Set up the domain and email exchange, including security best practices.
- Implemented Slack and configured custom integrations for monitoring, communication and social interactions.
- Performed an SEO-friendly migration, with UX improvements.
- Hosted the site on Amazon S3, built by GitLab CI, delivered by CloudFront.

This site or our work in it does not cause conflict of interest defined in Cognizant's COBE. Meraki Post is a community site created and maintained by a group of friends with a shared interest in literature.

Part of the Blogosphere 2011 – present

Tech, literary and general

- Collection of short stories ([link](#)).
- Tech blog focussed on beginners in IT ([link](#)).
- Blog of opinions, and on life in general ([link](#)).

Other Miscellaneous 2010 – present

Catch-all

- Taught Computer Literacy to children from government schools as part of Cognizant's CSR wing, Outreach.
- Psychology enthusiast with interest in Behavioural Psychology.
- Judge debates that focus on exchange of ideas, rather than being battle of egos.
- A cycling enthusiast.

An online version of this resume is available at <https://resume.ramiyer.me>.