Usha Kumari Yalla

**Technical Operations Engineer | B.Tech |**

Agile, strategic result-driven Results-driven IT Professional with 3+ years of experience **in cloud infrastructure, system administration, and technical operations**. Proficient in managing **Windows and Linux servers**, **AWS cloud environments**, and **SaaS application deployments**. Skilled in troubleshooting, automation, and performance optimization, with hands-on expertise in **PowerShell scripting, IIS, MSSQL,** and **IT service management** tools (**ServiceNow, Jira, Salesforce**).



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**Bangalore, India**

**KEY SKILLS**

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**AREAS OF EXPERTISE**

* SaaS Application Deployment & Support
* System Monitoring & Incident Management
* Security & Compliance Management
* System Optimization and process automation
* Remote Troubleshooting
* **Languages :** PowerShell, SQL
* **Databases :** MSSQL
* **Data Visualization Tools & ETL:** Power Automate (Used for workflow automation)
* **Cloud Platforms/Environments:** AWS (EC2, S3, AMI, Route 53), Private Cloud (British Telecom)
* **Misc.:** Jira, ServiceNow, Bomgar, Salesforce, IIS, Active Directory, Site24x7, Tomcat, JBoss, SaaS Applications, Git, Git hub.

# EXPERIENCE

## Technical Operations Engineer | Esko-Graphics India Pvt. Ltd | Bangalore | September 2021 – November 2024

* Administered Windows Servers (Cloud) across multiple regions (Asia, Europe, and America) with 24x7 supports.
* Managed AWS & Private Cloud (British Telecom) environments, ensuring scalability and performance.
* Installed, deployed, and troubleshot Esko SaaS applications (Automation Engine, WebCenter, ArtiosCAD).
* Handled server backups, security, MSSQL databases, Windows patching, and SSL certificate management.
* Managed incidents via ServiceNow and monitored systems using Site24x7.
* Configured IIS, Active Directory, HTTP servers, and analyzed logs for Tomcat & JBoss.
* Expertise in AWS (EC2, S3, AMI, Route 53) and PowerShell scripting for automation.
* Performed remote troubleshooting, monitoring, and application deployment on virtual machines.

# PROJECTS - (Team)

## IBM SoftLayer Datacenter Migration: Led the migration of servers from a vendor's Private Cloud to AWS, collaborating with the DevOps team to enhance cost efficiency, security, and scalability.

## WCR Environment to S3 Migration: Transitioned customer folders to S3 buckets post-AWS migration, optimizing data storage and accessibility.

## SaaS to SaaS Datacenter Migration: Managed the migration of servers between two Private Cloud environments, ensuring seamless transition, improved security, and operational flexibility.

# PROJECTS - (Personal)

## ****Automated IQ Report Generation**** – Automated the creation of **IQ reports** for GMP customers using **Power Automate**, enabling users to trigger report generation and receive completed documents via email.

# EDUCATION

* **Bachelor of Technology |** **Mechanical Engineering | JNTU Anantapur,** **Tirupati | in 2012.**

# HONOURS AND CERTIFICATION

* Extra Mile Award Received for a recognition to have gone above and beyond the work and service | 2022.
* AWS SysOps Associate Certified – Acquired through Simply Learn, demonstrating expertise in AWS systems operations and cloud infrastructure management.
* DevOps Workshop Certified – Completed a DevOps training program with Cloud Train, gaining hands-on experience in CI/CD pipelines, automation, and cloud operations.

# LANGUAGES

* Telugu - Advanced (C1)
* English - Upper intermediate (B2)