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Summary

Cloud Support Engineer with a proven track record of providing technical assistance and troubleshooting to clients utilizing various cloud platforms including AWS, Azure, and Google Cloud. Dedicated to delivering exceptional customer service and resolving complex technical issues efficiently.

Skills

- AWS Support
- Azure Support
- Google Cloud Support
- Troubleshooting (Cloud Infrastructure)
- Customer Service & Communication
- Ticket Management Systems
- Remote Support Tools

Experience

ITHorizon Solutions | Jaipur, Rajasthan | Cloud Support Engineer | 2019 – Present

- Provide Tier 1 and Tier 2 technical support to clients utilizing AWS, Azure, and Google Cloud services.
- Diagnose and resolve cloud-related issues including connectivity problems, application errors, and performance bottlenecks.
- Document troubleshooting steps and resolutions in a knowledge base for future reference.
- Escalate complex issues to senior engineers while maintaining clear communication with clients.
- Assist clients with onboarding new cloud services and training on best practices.

Education

Rajasthan Institute of Technology | Jaipur, Rajasthan | Associate Degree in Computer Application | 2019

- Focused coursework in computer systems, networking, and database management.
- Developed foundational knowledge in IT support principles and methodologies.

Projects

- **Cloud Support Ticket Resolution:** Successfully resolved over 85% of incoming cloud support tickets within established SLAs, consistently exceeding customer satisfaction ratings. (Details available upon request)