

# LAVANYA MAREEDU

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## OBJECTIVE

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With overall 5 years of experience in IT, I have hands-on technical experience with AWS services, IT operations, and client-facing support. My experience has strengthened my interest in cloud-driven, techno-functional roles, where I focus on ensuring seamless service delivery, troubleshooting, and operational efficiency

## EDUCATION

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### Bachelor of Technology: Electronics and Communications Engineering

Sri Indu College of Engineering and Technology, Hyderabad

2015 - 2019

## EXPERIENCE

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### Systems Engineer, TCS

June 2023 - Present

DevOps Support Executive:

*Hyderabad, Telangana*

- AWS ECS Cluster Patching: Executing AWS ECS patching activities across multiple environments (Production & Non-Production) by updating AMIs
- IIS Administration: Ensuring seamless operation of IIS-hosted applications by managing bindings and SSL certificates, configuring application pools, troubleshooting and analyzing logs
- SSRS Report Deployment: Deploying reports, managing subscriptions, permissions and updating data strings
- Operational Maintenance: Conducted system health checks, managed Windows services, monitored infrastructure alerts, and handled SSL certificate renewals. Oversaw MS Orchestrator and SFTP jobs, ensuring smooth operations and timely issue resolution
- Cross-Team & Client Collaboration: Engaged with development, infrastructure, and support teams to align services with customer needs
- ITSM & Incident Management: Managed high-volume support tickets, ensuring timely incident resolution and change implementation while meeting SLAs

### Technology Analyst, Infosys

October 2020 - May 2023

Windows Server Administrator:

*Hyderabad, Telangana*

- Managed huge number of AWS and on-prem Windows servers, including provisioning and decommissioning
- Performed AWS maintenance tasks such as EC2 driver upgrades and AMI image updates
- Supported AWS infrastructure services, including EC2, security groups, EBS, snapshots, and Elastic Load Balancing, troubleshooting related issues
- Managed Windows patching using Ivanti patching tool, configured Windows clusters, and handled system maintenance
- Monitored server health, analyzed logs, and conducted root cause investigations. Used Nagios for system health checks, alert monitoring, and issue resolution

### Systems Engineer Trainee, Infosys

December 2019 - September 2020

Trainee:

*Mysore, Karnataka*

- Under Cloud & Infrastructure Services, trained on Windows administration including Windows server OS 2012/R2 with special emphasis on the roles including AD, DNS, DHCP.

## NOTABLE ACHIEVEMENTS AND CERTIFICATIONS

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- AWS Certified Cloud Practitioner
- Infosys Certified Windows Administrator Professional
- 'Insta Award' for showcasing good work ethics and delivering quality work at Infosys Limited
- Led team during project handover, ensuring a smooth transition