LAVANYA MAREEDU

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OBJECTIVE

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

Bachelor of Technology: Electronics And Communications Engineering

Sri Indu College of Engineering and Technology, Hyderabad   2015 - 2019

EXPERIENCE

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   September 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.
- Trained on powershell, Python foundations and SQL queries

NOTABLE ACHIEVEMENTS AND CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Infosys Certified Windows Administrator Professional
- 'Insta Award' for showcasing good work ethics and delivering quality work at Infosys Limited