0431 317 117   vishaalvpal@gmail.com   linkedin.com/in/vishaal-pal-247655100

Vishaal Pal

Current Role – Cloud Engineer at Amazon Web Services

TECHNICAL SKILLS

- Active Directory / Policies
- Exchange / Office 365
- Citrix XenApp
- MDM solutions - JAMF
- Monitoring – SolarWinds Nable
- Networking
- Virtualisation - VMWare & Hyper-V
- ITSM Tools
- SOE Deployment
- Cloud Computing

QUALIFICATIONS

Bachelor of Computing – Information Systems | Sub-Major Networking
University of Western Sydney
2013 - 2017

INTERESTS

- Cryptocurrency
- Bodybuilding
- Socialising

ABOUT ME

Since I can remember, I've always had an interest towards technology and computers. This led me towards undertaking a Bachelor of Computing – Information systems degree at university.

Upon completion of my degree and now being in the technology industry, I have gained practical exposure to various technologies and knowledge of several tools and platforms.

As a personal career goal, I wish to carve my career path towards being able to constantly learn and keep up with technological advancements and progress in the ever-growing field of IT.

Character skills:

- ✓ Exceptional customer service skills
- ✓ Excellent problem-solving & multi-tasking skills
- ✓ Excellent time-management skills
- ✓ Pro-active & initiative

RECENT EXPERIENCE

Cloud Engineer – Windows Infrastructure
January 2019 - Current
Amazon Web Services

Being a Cloud Engineer on the Windows Infrastructure team at AWS, my daily activities include but aren't limited to the following:

- Providing the highest quality of support to our Business and Enterprise customers for various AWS services associated with the Windows profile
- Apply advanced troubleshooting techniques for the Windows platform
- Apply advanced troubleshooting techniques for network troubleshooting
- Following best practices for case hygiene to deliver technically detailed high-quality work in a timely fashion to meet SLA requirements for our customers
- Liaising with different profiles across the organization at a global scale to best support our customers
- Create internal knowledge-based articles
- Offer technical feedback to improve our public documentation
- Currently learning infrastructure as code (Terraform, Ansible, Jenkins, CloudFormation) self-taught
- Currently learning UNIX Systems Administration, self-taught

ADDITIONAL EXPERIENCE

Service Desk & Change Analyst
September 2018 – January 2019
Secure Parking

Key achievements:

As a member of an internal service desk team and being a change analyst, my usual days consist of the below tasks:

- Administration of Active Directory for Corporate
- Administration of Exchange 2013
- Administration of Citrix XenApp (user sessions & servers)
- Administration of Inhouse Applications
- Administration of servers (resource allocation, migration, and patching)
- Documenting scheduled system changes, managing, and allocating resources for said changes
- Liaising with IT operations team to discuss process improvement and automation
- Liaising with third party vendors for inhouse application escalations & remote car park PC support
- Asset management & documentation; phone, laptops, peripherals etc.
- Ticket closure within the required SLA scopes whilst following ITIL procedures

Tier 1 Technical Support Engineer
June 2017 – September 2018
Communications Design & Management – Managed Services Provider

Key achievements:

As a technical support engineer on the service desk team for a managed services provider and being in a very fast paced environment my day to day tasks include, but aren't limited to the following:

- Administration of Active Directory for various clients
- Administration of Exchange / Office 365 for various clients
- Administration of Citrix XenApp services
- Monitoring & Remote support of various clients primarily via SolarWinds Nable & TeamViewer
- Level 1 administration of network devices for various clients – Cisco & Juniper
- Asset management, process improvement & documentation for various clients
- Liaising & cooperating with various venders for various clients
- Meeting SLA requirements and resolving tickets in an efficient manner
- Serving as a point of escalation for my major client (switched every 6 months)
- Process improvement & learning

ADDITIONAL EXPERIENCE

Nightfill Team Member
April 2015 – June 2017
Woolworths

Key achievements:

- Excellent development of time management skill as I was balancing part-time work with full time study at university
- Excellent development of customer service skills built via interacting with customers & the nature of being employed in a retail environment
- Excellent development of leadership skills via cooperating with the Nightfill team members to swiftly, yet efficiently, complete the tasks on hand to meet deadlines
- Development of social skills & character building as this was my first place of employment after graduating high school
- Learning & understanding of the business processes in retail environments

IT Systems Installer
October 2016 – March 2017
Command Group | Allied IT

Key achievements:

- Responsible for installations of workstations & peripherals as well as cable management in large-scaled deployments
- Cooperating with several team members to effectively complete the tasks on hand to meet deadlines
- Performed quality assurance after installations in order to ensure a high level of consistency throughout all installations
- Introduction to business grade peripherals, i.e. docks, firewire ports & VESA mounts etc. which would rarely be used in individual setups

REFEREES

Referees provided upon request