ABHISHEK CHOUDHARY

abhishekshivach@gmail.com | +91-9582862520 | Delhi, **India** **Professional Summary**

Cloud Support Analyst with 4.6 years of professional experience at Tata Consultancy Services (TCS), specializing in **cloud computing using AWS**. Proven expertise in **cloud monitoring**, **cloud data migration**, and providing **operational support for cloud-based infrastructure**. Strong foundation in analyzing cloud performance issues, ensuring high availability, and optimizing system performance.

Skills

- **Cloud Platforms:** Amazon Web Services (AWS)
- **Core AWS Services:** EC2, S3, IAM, CloudWatch, VPC, Route 53, CloudTrail, Lambda (basic)
- **Monitoring & Logging:** AWS CloudWatch, CloudTrail, SNS, Logs Insights

Work Experience

- **Networking:** VPC
- **Operating Systems:** Linux, Windows ●
- **Security & Compliance:** IAM policies, MFA ●
- **Tools & Platforms:** VS Code, AWS Console ●
- **Language:** Python, C, C++

Tata Consultancy Services Ltd. | Systems Engineer **Jan 2021 - Aug 2025 Project 1: Python Chatbot**

Developer(August 2023 – Current)

- Designed, developed, and deployed chatbot using Python and RASA framework.
- Integrated NLP frameworks and APIs to enhance user interactions and improve response accuracy. ● Collaborated with cross-functional teams to gather requirements and ensure alignment with business needs. ● Conducted performance tuning and implemented enhancements for the smooth interaction with chatbot. ● Developed functional chatbot in both English and Hindi Language for diversified use.

Project 2: LMS Administrator & AWS Cloud Support Associate (January 2021 –July 2023)

- Designed and configured a Learning Management System (LMS) tailored to client training requirements. ● Managed AWS cloud infrastructure, including EC2, S3, CloudWatch, and RDS, ensuring high availability and security compliance.
- Monitored LMS performance through AWS tools, optimizing system resources and resolving bottlenecks.
- Implemented automated backup, logging, and monitoring solutions to improve system reliability. ● Provided technical support, troubleshooting, and incident resolution for LMS users across global teams.

Education

Shastra University Thanjpur, Tamilnadu 2021 - 2023 ● Masters of Computer Applications | CGPA : 8.39

Institute of Technology and Science, Ghaziabad 2017 - 2020 ● Bachelors of Computer Applications | Percentage : 70%

Certifications

- ● CETPA Infotech pvt ltd 60 hours Handson Training on Big Sata hadoop with Python(Sep 2018 -Jan 2019) ● CETPA Infotech pvt ltd 40 hours Handson Training on Cloud Computing using AWS(Jan2019 -Apr2019) ● NPTEL Online Certification Basics of Cloud Computing (Feb2019 -April 2019)
- ● Best Team Award for LMS Team

- Star Of the month Award for LMS user configuration.