LAKSHMI N K MEDA

SUMMARY

Detail-driven cloud engineer with 5+ years of experience looking to leverage infrastructure and network management skills towards supporting large-scale growth and optimization initiatives. Developed a hybrid cloud solution that enhanced operational efficiency by 42%. Certified and skilled in AWS, GCP Infrastructure as Code and other cloud technologies.

WORK EXPERIENCE

CLOUD NETWORK ENGINEER
Nendrasys Technologies   **Aug 2024 - Present**

- Collaborated with senior management and partners to assess the feasibility of cloud transformation for the in-house web and network infrastructure.
- Designed and developed a cloud migration strategy for the web application resulting in 15% improvement in efficiency within the first week.
- Optimized the network architecture using VPC's and VIrtual Machines using Terraform improving network reliability by 42% and reducing operational costs by 20%.
- Helped with migrating the in-house applications to a hybrid cloud based solution using Github CI/CD to ensure availability and fault tolerance.
- Published a technology roadmap for the on-prem and cloud infrastructure for knowledge sharing and to ensure the systems are scalable and secure.

IT ENGINEER
Amazon UK   **Sep 2024 - Jun 2024**

- Monitored and managed on-premises IT systems, network infrastructure and end-user devices for resilience and availibility.
- Performed on-call support for technical incidents and breakdowns with an SLA of 5 minutes to ensure timely response, action and resolution.
- Provided technical input in reviewing technical infrastructure maintenance procedures and governance to promote compliance and efficiency.
- Collaborated with 8 sites to assess compliance requirements, patch management and developed service improvement plans and procedures.
- Organized an inventory retrieval project focusing on asset lifecycle management and removal of 600+ non-compliant devices from the network.

NETWORK ADMINISTRATOR
Concentrix India   **Jan 2019 - Dec 2019**

- Performed system and monitoring of on-premise windows and linux machines to ensure the integrity and availability of the machines.
- Supported with the creation, management and troubleshooting of desktops, servers, VLANs, trunking, routing & switching.
- Executed a network domain migration and data transfer from 100+ PCs, laptops, phone systems, and peripherals in support of a new project.

TECHNICAL SUPPORT ASSOCIATE II
Concentrix India   **Dec 2017 - Dec 2018**

- Provided L2 on-call, remote and email escalation support to customers from North America and Europe for laptops, desktops, and printers.
- Resolved customer issues related to operating systems, software installation, security easures, issues with Windows and Mac systems.
- Mastered strong troubleshooting skills on critical Windows issues like BSOD's, update and upgrade issues, registry errors etc., no boot scenarios etc.
- Developed time management skills by efficiently organising on-call time, and maintained an average handling time well below the floor target.

CONTACT

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- linkedin.com/in/lakshminkmeda/

SKILLS

AWS   GCP   Github   CI/CD

CloudFormation   Terraform   IAC

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Windows   Linux   Python

LAN/WAN   TCP/IP   VM   VLAN

Switching   Cisco CLI   Routing

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Problem-solving   Teamwork

Communication   Attention to detail

CERTIFICATIONS

CERTIFIED SOLUTIONS ARCHITECT
2024
Amazon Web Services

CERTIFIED IN CYBERSECURITY
2023
ISC2

CISCO CCNA
2013
Cisco Network Academy

EDUCATION

NORTHUMBRIA UNIVERSITY
Master of Science in CyberSecurity
2020-2022

HIMALAYAN UNIVERSITY
Bachelor of Computer Science
2015-2018