Pappu Kumar Pashi

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EDUCATION QUALIFICATION

B. Tech in Information Technology | Bengal College of Engineering and Technology **—** CGPA: 8.68 | August 2017 – July 2021
Senior Secondary (12th) | SKS Public School **— Percentage: 67.17% |** July 2016 – July 2017
Secondary (10th) | Raniganj RMS Vidyalaya **— Percentage: 71.71% |** May 2014 – June 2015

TECHNICAL SKILLS SUMMARY

- **AWS:** EC2 (VMs), S3, RDS, IAM, VPN & Security Groups
- **Azure:** Virtual Machines, Azure DevOps, Network Security Groups, Azure VPN
- **GCP:** Compute Engine (VMs), Cloud Storage, BigQuery, Cloud VPN, IAM & Admin
- **DevOps Tools**: Azure DevOps | Jenkins | GitLab CI/CD | Terraform | Kubernetes | Docker
- **Strengths:** Technical Troubleshooting, Customer Support (L1/L2), Incident & Problem Management, Networking Fundamentals
- **Systems & Tools:** Operating Systems (Windows, Linux, macOS), Ticketing Systems, Remote Support Tools, Active Directory
- **Relevant Skills:** Scripting (PowerShell, Bash), Email Support (Outlook, Office 365), System Monitoring Tools, SLA Management
- **Professional Strengths:** Documentation, Communication Skills, Time Management, Team Collaboration
- **Workflow Automation**: Pega, Pega Platform (PRPC), Pega Rules, Pega BPM, Database

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PROFESSIONAL SUMMARY

- Cloud Engineer with **3 Years of hands-on experience** in managing and troubleshooting infrastructure on AWS, Azure, GCP.
- Proficient in handling L1/L2 support operations including incident management, system monitoring, and escalation handling.
- Strong technical knowledge of virtual machines, networking, VPNs, IAM, and cloud security best practices.
- Skilled in managing cloud services such as EC2, RDS, S3, Azure VMs, GCP Compute Engine, and Cloud VPN.
- Experienced in scripting, system automation, and managing remote support tools and ticketing systems.
- Proven ability to work with cross-functional teams to maintain service uptime, resolve technical issues, and meet SLA targets, ensuring smooth coordination between support and engineering.
- Committed to continuous learning, with 60+ certifications and solid documentation skills, driven by a passion for cloud technologies and customer satisfaction.
- Skilled in Active Directory, including user access, group policies, authentication across cloud on-prem environments.
- Experienced in deploying and supporting enterprise applications, handling patch updates maintaining infrastructure reliability.

WORK EXPERIENCE

Accenture | Advanced Application / Cloud Support and Engineering Analyst | Software Engineer　　　**Nov 2021 - Oct 2024**

Project 1: Cloud-Native Application Optimization | **Domain:** Telecom | **Clien**t: Airtel
Technologies/Tools: AWS, Azure, GCP, Kubernetes, Monitoring Tools

- Led cloud migration projects across aws, azure, gcp reducing migration time by 25% while ensuring 99.9% application uptime.
- Implemented automated monitoring solutions, improving issue detection speed by 35% and reducing manual effort by 20%.
- Reduced application deployment time by 30% through efficient use of cloud and container technologies.

Project 2: Pega Deployment & System Maintenance
Domain: Telecom / Cloud Platform Support | **Client:** Pega | **Technologies/Tools:** Pega PRPC, AWS, Azure, GCP

- Improved deployment efficiency by 40% by optimizing Pega PRPC installations, configurations across multiple environments.
- Streamlined Pega workflows resulting in a 20% improvement processing speed 10% reduction in system resource consumption.
- Minimized system downtime by 20% through proactive troubleshooting and issue resolution.

Project 3: Secure Banking Application Support | Domain: Banking | **Client:** Bank of America
Technologies/Tools: AWS, Azure, GCP, Java, Pega, API Integration

- Increased application stability by 20%, reduced security vulnerabilities by 35% through API integration and code optimization.
- Streamlined issue resolution processes, achieving a 20% faster resolution time for application-related problems.

TRAINING/CERTIFICATIONS

Amazon Web Services (AWS) Certified Developer - Associate

- Proficiency in AWS service **APIs**, **AWS CLI**, and **SDKs**; using containers, deploying with a **CI/CD pipeline**.

Google Cloud Certified - Associate Cloud Engineer – Google

- Design, configure, deploy, secure, and manage a cloud solution environment to ensure successful operation access control.

Microsoft Certified: Azure Administrator Associate

- Manage Azure **identities** and **governance** | Implement and manage storage | Deploy and manage Azure compute resources

Microsoft Certified: DevOps Engineer Expert

- Design implements processes and implement build and release pipelines | **Develop a security** and compliance plan.