



Rajat Agarwal

Cloud Support Engineer - 1

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 India

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PROFESSIONAL SUMMARY

Cloud & DevOps Engineer with over **4 years of experience** specializing in **AWS cloud infrastructure**, **containerization** (Kubernetes, EKS), **automation** (Jenkins, Ansible), and **SRE principles** for **incident management**. Proven track record in **CI/CD pipeline optimization**, **downtime reduction**, and **cross-functional team collaboration** to enhance **system reliability** and **deployment agility**. **AWS Certified** with expertise in **cloud-native solutions** and a strong aptitude for **Site Reliability Engineering (SRE)** and **Technical Account Management (TAM)**.

PROFESSIONAL EXPERIENCE

September 2022 – Present

Amazon Web Services (AWS) 
(Cloud Support Engineer)

- Delivered expert-level support on AWS container services (EKS, ECS, Fargate), helping clients deploy and scale workloads.
- Resolved complex cloud infrastructure issues with minimal downtime by working with engineering teams across time zones.
- Led root cause analysis for critical incidents; reduced average ticket resolution time by 20%.
- Participated in 24x7 on-call rotation and maintained high SLA adherence.
- Mentored new team members on Kubernetes and cloud debugging practices.

October 2020 – September 2022

Tata Consultancy Services (TCS)
(Systems Engineer)

- Managed AWS services (EC2, CloudFormation, RDS, S3) for large enterprise clients.
- Automated deployment workflows using Jenkins and Ansible; improved CI/CD efficiency.
- Administered IBM WebSphere Application Server for client applications.
- Collaborated with developers and QA to ensure smooth production releases.

CORE COMPETENCIES

Cloud Services:

AWS (EC2, S3, EKS, ECS, CloudFormation, Lambda)

DevOps & Automation:

Jenkins, CI/CD Pipelines

Operating Systems & Tools:

Linux, Shell Scripting, GitHub Actions

Containers & Orchestration:

Kubernetes, EKS, Docker

Monitoring & Troubleshooting:

CloudWatch, Logging, Prometheus, Grafana

Soft Skills:

Communication, Incident Resolution, Collaboration, Problem-solving

CERTIFICATIONS

KCNA: Kubernetes and Cloud Native Associate

https://www.credly.com/badges/15b30133-6fc2-4dac-bc9e-54ac0b687bb6/public_url 

CKA: Certified Kubernetes Administrator

https://www.credly.com/badges/ad81fe66-eec4-40e9-8d16-840a30922958/public_url 

CKAD: Certified Kubernetes Application Developer

https://www.credly.com/badges/b34e4903-0768-42d1-a962-52dfc2e38cc1/public_url 

AWS Certified Solutions Architect – Associate

https://www.credly.com/badges/6d9d2d7b-9124-4cf9-b7ef-e8c80d6966d8/public_url 

AWS Certified Developer – Associate

https://www.credly.com/badges/464a7f48-4e49-471e-8f52-041c34ef5630/public_url 

AWS Certified AI Practitioner

https://www.credly.com/badges/70c86b15-6e7d-4e39-aef7-28372dcd98c3/public_url 

ACHIEVEMENTS

Subject Matter Expert - EKS (Container Service for Kubernetes)

AWS Support Engineering

Recognized as an **Subject Matter Expert (SME)** for demonstrating deep technical expertise, resolving complex issues, and improving customer experience.

Most Valuable Player Award

AWS Support Engineering

Received **Most Valuable Player (MVP) Award** from AWS Support Engineering for exceptional productivity and quality, significantly raising team performance.

All Rounder Award

AWS Support Engineering

Honored with the **All-Rounder Award** by AWS Support Engineering for exceptional adherence to Amazon's Leadership Principles in all aspects of work.

Service Commitment Award

Tata Consultancy Services (TCS)

Awarded **Service Commitment Award** by Tata Consultancy Services (TCS) for demonstrating exceptional dedication to service excellence.

EDUCATION

July 2016 –
September 2020

Amity University, Kolkata

Kolkata

B.Tech (Electronics and Communication Engineering)

- Achieved **'First Division with Distinction'** in B.Tech  (ECE) with a 9.10 CGPA, reflecting strong academic performance.
- **Headed Amiphoria**, the annual college fest, demonstrating leadership and organizational skills in a large-scale event.

May 2014 – July 2016

Don Bosco School, Liluah

Kolkata

Indian School Certificate (ISC), Science with Computers

- Achieved a **Silver Medal** in an inter-college robotics competition for a Firefighter Robot.

INTERNSHIP

Airports Authority of India (AAI)

Kolkata, India

Pradipti - Summer Internship (2 Weeks)

Participated in the **AAI 'Pradipti' Internship Program**, gaining firsthand experience in **airport infrastructure, operations, and air navigation services**.

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