Pooja Ashok Jadhav

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Cloud Operations and Support Engineer with 4+ years of experience in AWS environments, Linux administration, monitoring, incident management and production support. Hands-on experience with AWS services, CI/CD pipelines, Docker, and Terraform through real projects. Strong background in troubleshooting, log analysis and deployment support while working closely with DevOps teams. Actively transitioning into Junior Cloud Engineer, Junior DevOps Engineer, and Cloud Security roles.

TECHNICAL SKILLS

– **Cloud & Infrastructure:** Amazon Web Services (AWS) – EC2, S3, IAM, VPC, Auto Scaling, Application Load Balancer (ALB), CloudWatch, CloudFront, Elastic Beanstalk, AWS Lambda

– **Operating Systems & Scripting:** Linux Administration, Bash / Shell Scripting, basic system troubleshooting

– **CI/CD, Automation & Infrastructure as Code:** GitHub Actions, Jenkins (basic pipelines), build and deployment automation, Terraform for provisioning VPC, subnets, EC2, IAM roles and Security Groups (project-based)

– **Containers & Orchestration:** Docker (image build, tag, push, container lifecycle management), Kubernetes (pods, deployments, services, basic `kubectl` operations)

– **Networking & Cloud Security:** TCP/IP, DNS, DHCP, AWS VPC architecture, Security Groups, NACLs, IAM policies and roles, access control, least privilege principles

– **Monitoring, Logging & Security Operations:** AWS CloudWatch (metrics, logs, alarms), AWS SNS, Site24x7, centralized logging, alert handling, incident response, root cause analysis (RCA)

Experience

Infosys   Pune, Maharashtra
AWS Cloud Technical Support Engineer   Apr 2023 – Aug 2025
- Validated deployed websites and applications after each release by checking functionality and reviewing logs to ensure successful deployments.
- Assisted DevOps team during patch deployments and releases by verifying services and ensuring system stability.
- Monitored applications and infrastructure using email alerts and dashboards; performed connectivity checks during outages and informed relevant teams.
- Managed Docker containers by starting, stopping, and restarting services to resolve application issues and maintain uptime.
- Performed daily system health checks for CPU, memory, disk usage, and critical services to ensure infrastructure stability.
- Handled P1 and P2 incidents, analyzed logs to identify issues, shared diagnostics with DevOps teams, and coordinated timely resolution through ServiceNow.

WeAgile Software Solution Pvt Ltd   Pune, Maharashtra
Cloud Operations Engineer (AWS NOC)   Oct 2021 – Mar 2023
- Monitored camera systems, servers, and AWS cloud infrastructure using Site24x7 dashboards and alerts to ensure system availability.
- Validated daily video ingestion workflows, reviewed recordings, and updated tracking reports to maintain accurate data availability.
- Responded to real-time alerts and client requests for device and server failures; performed initial troubleshooting and raised support tickets.
- Executed and monitored scheduled jobs, investigated job failures, and re-ran workflows to ensure business continuity.
- Verified video and metadata integrity using MySQL dashboards and scripts, and resolved data-related issues.
- Acted as L1 Cloud/NOC Support Engineer by handling incidents, escalating to L2/L3 teams, and coordinating updates with engineering and store teams.

Kapil Enterprises   Pune, Maharashtra
Desktop Support Engineer   Jul 2020 – Jul 2021
- Installed and configured Windows operating systems on desktops and laptops; performed system setup, updates, and initial configurations.
- Diagnosed and resolved hardware issues related to desktops, laptops, printers, and peripherals to minimize user downtime.
- Troubleshot and resolved printer connectivity, printing issues, and other peripheral-related problems.
- Supported installation, configuration, and troubleshooting of banking applications, including resolving connectivity and access issues.
- Assisted users with application access, system errors, slow performance, boot issues, and general system-related problems.
- Coordinated with internal IT teams for issue escalation, hardware replacements, and timely resolution of critical problems.

Education

Pune University   **Sep. 2017 – May 2020**
Bachelor Of Engineering   *P.E.S Modern College Of Engineering Pune-Maharashtra*
Electronics and Telecommunication (ENTC).

Pune University   **Sep. 2014 – May 2017**
Diploma   *UNIVERSAL COLLEGE OF ENGINEERING and RESEARCH Pune-Maharashtra*
Electronics and Telecommunication (ENTC).

Maharashtra State Board   **2014**
10th Grade   *Karmveer Vidyalay Chincholi Mali*

Projects

AWS EC2 Web Server Setup (AWS re/Start Hands-on Lab)   *2025*

– Launched an Amazon EC2 instance and configured Security Groups to allow HTTP and SSH access.

– Installed and configured Apache on Linux to host a sample web page and verified access using public IP.

AWS IAM Security & Access Management Project   *2025*

– Implemented IAM Users, Groups, and Policies using least-privilege access controls.

– Tested permissions by logging in as a new IAM user and validating policy behavior.

Portfolio Website Development Project   *2025*

– Designed and developed a personal portfolio website to showcase skills and cloud projects.

– Built a responsive, clean layout and hosted it online for public accessibility.

Certifications / Training:

AWS re/Start Graduate – Amazon Web Services   **January 2026**
– Trained in cloud fundamentals, AWS services, Linux, AWS networking,AWS security and hands-on labs.

Linux Essentials   **September 2025**
– Completed Linux Essentials training covering Linux OS basics, command line usage, file permissions, and system navigation with confidence.