LAKSHMI N K MEDA
IT ENGINEER

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SUMMARY

Detail-driven individual with multiple years of expertise in infrastructure management and network technologies. Utilises a hands-on approach in the effective design, implementation and maintenance of business network systems. Deep commitment to protecting customer data by maintaining robust network security. Great knowledge designing Cloud infrastructure using Amazon Web Services.

CERTIFICATIONS

Cisco Certified Network Associate
Cisco • 2013

Certified in Cybersecurity
ISC2 • 2023

Certified Solutions Architect Associate
Amazon Web Services • 2024

SKILLS

Cloud Technologies: *AWS, SAM CLI, Terraform, Docker, CI/CD*
Programming: *Python, Javascript, CSS*

Networking: *LAN/WAN, VPN, VLAN, Cisco CLI, Switching & Routing*
Hardware: *Workstations, Printers, Cabling, Network Devices*

WORK EXPERIENCE

Amazon UK
IT Support Associate II • 2022 - Present

- *Provided technical support for on-premises IT systems, network infrastructure and end-user devices to ensure reliability, compliance and adherence to standards.*
- *Troubleshooted and triaged hardware as well as project based work with focus on asset lifecycle management and request fulfilment.*
- *Assessed and implemented software patching and change management requests and handled the service improvement plans.*
- *Performed on-call support for high severity incidents with timely response, information gathering and resolution in line with service management guidelines.*
- *Provided technical input in reviewing infrastructure maintenance procedures to ensure that security, backup failover, alerting and disaster recovery mechanisms were in place and running efficiently.*
- *Successfully collaborated with multiple sites physically and virtually and assisted with the compliance requirements and business level infrastructure changes.*

Concentrix India Ltd
Network Administrator • 2019 - 2019

- *Performed system and network monitoring of on-premise physical and virtual machines to ensure the integrity and availability of the machines.*
- *Supported with network administration tasks such as creation and management of virtual machines, VLANs, DNS, port security, trunking, routing & switching, and lan security.*
- *Provided technical support and training for help desk staff and the IT team, which included troubleshooting system and networking issues.*
- *Executed a network domain migration and data transfer from 100+ PCs, laptops, phone systems, and peripherals in support of a new project.*

Concentrix India Ltd
Technical Support Associate • 2017 - 2019

- *Provided oncall, remote and email escalation support to customers from North america and Europe with a wide range of issues with laptops, desktops, and printers.*
- *Supported customers with all issues such as virus and malware removal, security configuration, software patches, and general solutions to issues with office suites, browsers, mail clients, etc.*

- *Developed 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 consistently maintained an average handling time well below the floor target.*

Cigniti Technologies
Jr System Administrator • 2006 - 2008

- *Supported with the Installation, configuration and troubleshooting of desktop systems, laptops, printers, servers and peripherals.*
- *Assisting the admin with assembling of workstation hardware, network cabling and LAN design and Active Directory configuration.*
- *Supported with the monitoring of workstations, printers and managing the device backups.*
- *Update all user desktop, laptop, and network servers with Active Directory Group Policies, Windows Server Update Services, and McAfee Antivirus.*

EDUCATION

Master in Cybersecurity
Northumbria University • 2020–2022

Bachelor of Science in Computer Science
Himalayan University • 2015–2018

SKILLS

- Strong problem-solving
- Analytical skills
- Interpersonal Skills
- Communication
- Collaboration
- Leadership
- Critical thinking
- Attention to detail

Teamwork and Leadership: *Learned that teamwork is vital to the success of a task or project, through professional work experience and management projects at the university. Elected as a student representative at Northumbria University and successfully ran a career choice program with CV360 team, benefitting the students in improving their post-study prospects.*

Problem Solving: *Developed strong research and analytical skills through university study and previous work experience. Capable of carrying out tasks in a systematic and methodical approach, with a strong focus on completing the task in an efficient and timely manner.*