

# Vivesh Kumar Tyagi

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Github - <https://github.com/574n13y> | Gitlab - <https://gitlab.com/574n13y>

## CAREER SUMMARY

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Sr Cloud Operations Specialist with over 4+ years of experience in managing and supporting enterprise applications, troubleshooting system issues, and ensuring seamless application performance. Certified in Aviatrix and Terraform, I am keen to transition into an Application Support Engineer role where I can leverage my expertise in application maintenance and system optimization to drive operational excellence.

## EDUCATION

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MASTER OF COMPUTER APPLICATIONS / CS, SHARDA UNIVERSITY, GREATER NOIDA **Graduated: Oct 2019**

BACHELOR OF COMPUTER APPLICATIONS / CS, UNIVERSITY'S MAHARAJA COLLEGE, JAIPUR **Graduated: Jul 2016**

## CERTIFICATIONS

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- GCP - Cloud skill boost (Core Infra) **Achieved Jul 2023**
- HashiCorp Certified: Terraform Associate (003) **Achieved Oct 2023**
- AWS Solutions Architect - Associate - Udemy **Achieved Oct 2023**
- Multicloud Network Associate **Achieved Nov 2023**
- Multicloud Network Automation Specialty (IaC) **Achieved Nov 2023**
- Multicloud Network Operations Specialty **Achieved Nov 2023**

## TECHNICAL PROJECTS

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- **AWS Resources with Terraform, Jenkins, and Hosting a Static Website in S3**
- **Terra-Stack**
- Building and Securing Infrastructure-as-Code on Digital Ocean Cloud with Terraform, utilizing Three-Tier Architecture
- **AWS Three-tier Web Application**
- Deployed and hosted a highly available WordPress application using Amazon EC2, RDS, Route 53, and VPC.
- **Deployed a three-tier open-source application**
- Used Git (for version control), Docker, Kubernetes, and Jenkins on AWS and GCP. The application included a frontend built with Node.js, a backend with React, and a MongoDB database
- Links to all deployed projects can be found in my portfolio and GitHub repository

## WORK EXPERIENCE

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**UKG (ULTIMATE KRONOS GROUP), NOIDA -** **Jan 2025 - Current**  
*Sr Cloud Operations Specialist (P2)*

- Supporting a variety of SaaS applications, including Workforce Dimensions and Workforce Ready.
- Investigating and resolving application performance issues using Splunk for log analysis.
- Specializing in application and system monitoring, incident management, and server administration.
- Providing support for RabbitMQ-related application issues, including cluster configurations and node functionality.
- Monitoring and addressing alerts related to application services.
- Offering direct support for Docker and Kubernetes environments, troubleshooting cluster configurations, pod/node issues, and resolving service-related challenges.

## UKG (ULTIMATE KRONOS GROUP), NOIDA -

### Cloud Operations Specialist (L1)

- Delivered first-level support for resolving application issues and synthetic monitoring concerns.
- Deployed hotfixes and releases for SaaS products.
- Collaborated with the Network and Storage teams to prevent outages and ensure service continuity.
- Escalating complex issues to development or service engineering teams and establishing contingency plans to minimize potential disruptions.
- Monitored system performance to maintain operational efficiency.
- Contributed to a migration project, transitioning from on-premises infrastructure to public cloud.
- Ensured compliance with SLAs for critical Service Level Indicators (SLIs) within the project.

Jul 2021 – Dec 2024

## UKG (ULTIMATE KRONOS GROUP), NOIDA -

### Cloud Infrastructure Engineer (Analyst)

- Resolved user issues related to Active Directory (AD), CyberArk, and Windows machines.
- Generated reports for TAMs/PMs as requested.
- Assisted cloud users in addressing automation or portal failures, including conducting problem management reviews to identify and resolve known issues.
- Handled calls and escalations efficiently.
- Conducted daily system health checks and provided end-user support.

Jan 2020 – Jun 2021

## SKILLS

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### Core

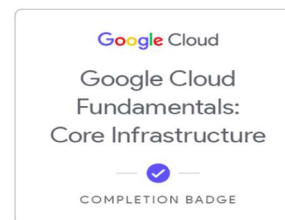
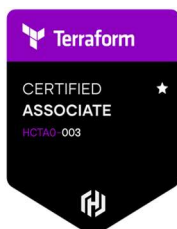
- **Cloud Computing** : Google Cloud Platform, AWS, Jenkins, New Relic, Splunk, VMware, Terraform, Datadog, Ansible, Docker, Kubernetes, SaaS Product.
- **Tools** : Salesforce, Jira, ServiceNow, Cyber-Ark.
- **OS: Windows** (server 2012, 2016, 2019), Linux (Ubuntu, Debian, Centos, Rocky)
- **Programming language** : HTML, Bash Basic.
- **Database:** MYSQL, NoSQL
- **Security:** F5, Firewall/ACL.
- **Application Server:** Apache, Ngnix.

### Technical Skills

- Networking and troubleshooting
- System Administration
- AWS [IAM, EC2]

### Interpersonal Skills

- Customer-focused
- Effective Communicator
- Highly Adaptable



Google Cloud Fundamentals: Core Infrastructure  
Jul 26, 2023