

Shubham Mishra

Consultant

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Professional Summary

Skilled Cloud Consultant with hands-on experience in AWS infrastructure, Linux system administration, and automation scripting. Proven ability to diagnose and resolve technical issues, optimize performance, and ensure high availability in customer-facing environments. Experienced in collaborating with cross-functional teams, guiding stakeholders through complex cloud configurations, and providing B2B technical solutions. Currently enhancing expertise in internet protocols (DNS, TCP, HTTP/S) and preparing for AWS certifications to further support enterprise clients.

CORE COMPETENCIES

- **Cloud Platforms:** AWS (VPC, S3, EC2, RDS, IAM, Lambda, CloudWatch, Route 53, CloudFront), basic Azure knowledge
- **DevOps & CI/CD Tools:** Jenkins, GitHub, Docker, Bash scripting, CloudFormation, Terraform
- **Networking & Security:** DNS, TCP/IP, HTTP/S, firewalls, load balancers, Transit Gateway, Route 53, IAM roles/policies
- **Security:** IAM best practices, encryption, KMS, WAF, Security Groups, Security auditing, compliance (AWS Well-Architected Framework)
- **Monitoring & Logging:** CloudWatch, Log Insights, Prometheus, Grafana, Loki
- **Linux Systems:** Ubuntu, RedHat, CentOS (administration, performance tuning, patch management)
- **Network Diagnostics:** MTR, tcpdump, nmap
- **Containers & Orchestration:** Docker, basic Kubernetes concepts (pods, services, deployments)
- **Customer Support & Incident Mgmt:** Issue diagnosis, incident response, escalation, RCA reporting, B2B communication
- **Backup & Disaster Recovery:** Designing solutions aligned with RTO/RPO objectives
- **Performance optimization & cost management** (AWS Trusted Advisor, Cost Explorer)

Professional Experience

Quinnox Consultancy Services -

Consultant Mumbai, Maharashtra

August 2022 to Present

- Delivered **cloud infrastructure solutions** using AWS services (EC2, S3, RDS, Lambda, VPC, IAM) for clients across diverse industries, focusing on **scalability, security, and cost efficiency**.
- Provided **customer-centric technical support**, troubleshooting cloud and Linux environment issues, guiding clients through infrastructure setups, and resolving system outages with minimal downtime.
- Assisted clients in **diagnosing DNS, routing, and network connectivity problems** within AWS environments, ensuring seamless communication between distributed services.
- Automated **deployment and configuration management** using Bash, CloudFormation, and Terraform, improving system reliability and reducing resolution time.
- Implemented **monitoring solutions** using CloudWatch, Log Insights, Prometheus, and Grafana, proactively identifying performance bottlenecks and providing recommendations.
- Partnered with **SRE and Product teams** to analyze recurring infrastructure issues, perform root cause analysis (RCA), and implement long-term fixes.
- Mentored peers in **Linux and AWS troubleshooting**, promoting knowledge sharing and process standardization.
- Enforced **security best practices** by configuring IAM policies, VPC security, and access controls aligned with compliance requirements.
- Supported **backup and disaster recovery planning**, designing solutions based on client-defined RTO and RPO objectives, minimizing operational risk.

Key Achievement:

 **Spot Team Award for outstanding performance in project delivery and client satisfaction at Quinnox**

- **Education**

Bachelor of Engineering in Computer Engineering Mumbai University | June 2022

Certifications

- AWS Certified Solutions Architect – Associate (*Preparing*)
- AWS Syops Administration (*Preparing*)
- Azure Fundamentals Certification (*Planned*).