ARUNRAJ R
IT SUPPORT ENGINEER/DEVOPS ENGINEER

CONTACT

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📍 Trivandrum, Kerala

🌐 https://www.linkedin.com/in/arun-raj-389b9083

🌐 Portfolio - https://d1wkg6235uz56x.cloudfront.net/

🌐 Git Hub - https://github.com/BeamingMonkey

SUMMARY

Experienced IT Support Engineer serving as the primary point of contact for over 20 cooperative banks and enterprise clients. Skilled in troubleshooting, installation, and maintenance of IT infrastructure,currently expanding expertise in cloud technologies, including Microsoft Azure and AWS, to transition into hybrid IT and cloud infrastructure roles.

EDUCATION

- Bachelor of Science in Computer Science |University of the People (Accredited, USA) |In Progress

- Diploma in Computer Hardware Maintenance and Networking | TCIL-IT

- Higher Secondary (HSE) and SSLC | PNMGHSS

CERTIFICATION

- Fortinet Certified Associate in Cybersecurity
- ServiceNow: Basic Administration
- MS-102 Configure your Microsoft 365 tenant
- Cloud Management with Microsoft Intune
- Microsoft Azure Fundamentals
- Google Technical Support Fundamentals
- Getting Started with DevOps on AWS
- AWS Cloud Practioner Essentials
- Introduction to Containers, Kubernetes, and OpenShift

WORKING EXPERIENCE

IT SUPPORT ENGINEER
I Tech Systems | Current | Trivandrum, Kerala, India

- Serve as the primary IT point of contact for over 20 cooperative banks and enterprise clients.
- Responsible for troubleshooting, installation, and maintenance of office IT infrastructure including network systems, printers (dot metric.laser.termal), UPS units, and CCTV surveillance systems.
- Manage Office 365 services, data backup solutions, firewall configurations, and secure VPN setups to ensure reliable operations.
- Provide both on-site and remote support for high-demand environments, ensuring minimal downtime.

IT EXECUTIVE
KIMS Hospital | [Sep 2021- Sep-2022] |Trivandrum, Kerala, India

- Led printer management and IT support at one of India's top enterprise hospitals.
- Troubleshot network, hardware, and software issues for hospital IT systems.
- Provided end-user support for Microsoft 365 and Windows-based systems.

PERSONAL DETAILS

- Marital Status: Married
- Date Of Birth: 17/08/1992
- Passport No: C4554304
- Date of Expiry: 25/11/2034

LANGUAGES

- English
- Hindi
- Malayalam

CLOUD & DevOps FUNDAMENTALS

AWS:
Hands-on experience with core AWS services: IAM, EC2, S3, Elastic Beanstalk, and CloudFront.
- Managed IAM users, roles, and policies
- Hosted static sites via S3 + CloudFront
- Deployed Flask apps to Elastic Beanstalk using CI/CD (GitHub Actions)
- Basic monitoring using Amazon CloudWatch

Azure:
Familiar with core concepts like RBAC and MFA
- Completed Azure Fundamentals
- Practiced access control and resource security

Containerization & Orchestration:
- Understanding of Docker, container images, and container lifecycle
- Basic knowledge of Kubernetes and Minikube
- Introductory exposure to OpenShift platform for Kubernetes deployments

Database & Deployment:
- Managed PostgreSQL databases using Neon (serverless SQL)
- Deployed apps on Render PaaS for seamless hosting and scaling

Monitoring & Observability:
- Set up Prometheus for metrics collection
- Built dashboards with Grafana
- Used CloudWatch for AWS monitoring

DevOps & Automation Tools:
- Basic Python and Bash scripting for automation
- CI/CD pipelines with GitHub Actions
- Currently learning Jenkins for pipeline orchestration
- Exploring Terraform for Infrastructure as Code (IaC)

IT SUPPORTER
Rajakumari Group, Trivandrum | Dec 2019 - Aug 2021
- Supported IT infrastructure across 50+ retail branches.
- Diagnosed and repaired hardware and software issues.
- Managed IT peripherals such as barcode scanners, thermal printers, and label printers.
- Implemented basic switch configurations to enhance network performance.
- Ensured seamless operation of CCTV networks and collaborated with HR for IT-related concerns

HARDWARE ENGINEER
Sun Systems, Kollam | Apr 2014 - Nov 2019

- Provided comprehensive AMC services, addressing hardware and software issues for a diverse client base. Installed,
- maintained, and repaired IT peripherals including heavy-duty UPS, biometric devices, CCTV cameras, and printers.
- Specialized in troubleshooting both operating systems and peripheral devices, delivering high levels of client satisfaction

SKILLS
PROFESSIONAL

- **Hardware and Software Management:** Installation, troubleshooting, and maintenance of desktops, laptops, servers, and peripherals.
- **Network Administration:** Setup and optimization of networks, including basic switch configurations, IP addressing, DNS, and DHCP management.
- **Firewall Management:** management of firewall policies for network security.
- **Device Management:** Expert in maintaining and repairing printers, scanners, UPS, and biometric systems.
- **System Administration:** Proficient in MS Active Directory, Office 365 Support, and HIS software management.
- **VoIP and Communication Systems:** Experience with VoIP phone systems, ticketing software, and queue display management.
- **Remote Support:** Strong expertise in remote system troubleshooting using VNC and other remote tools.
- **Service Management:** Familiar with ServiceNow, ITSM fundamentals, and incident management.
- **IT Asset Management:** Proactively plans and manages IT assets to ensure operational efficiency.

PROJECTS

⎈ Kubernetes Monitoring Stack on Minikube
Deployed a Flask app to Minikube (local Kubernetes). Integrated Prometheus and Grafana for monitoring. Currently learning Helm and planning Terraform integration for full IaC workflow.
Technologies: Kubernetes, Minikube, Prometheus, Grafana, Helm, Terraform

🛢 Oil Equipment Health Dashboard – DevOps Project
Simulated real-time monitoring for oilfield equipment using a Dockerized Flask app. Integrated CI/CD with GitHub Actions and deployed on Render.
Live Demo: oil-equipment-health.onrender.com
Technologies: Flask, Docker, GitHub Actions, Render

📈 Trading Journal Web App
Built a multi-user Flask web app with SQLite to log trades. Dockerized, pushed to GitHub Container Registry, and deployed via Render (Gunicorn + Docker).
Live Demo: lnkd.in/g8BUd6MC
Technologies: Flask, SQLite, Docker, GHCR, Render

☁ AWS Static Site Hosting with CloudFront
Created and deployed personal portfolio using AWS S3 and CloudFront. Implemented static hosting, bucket policies, and CDN caching.
Portfolio: cloudfront.net
Technologies: AWS S3, CloudFront, IAM

📃 IT Call Log Web App
Built a fully functional multi-user IT support call log app with secure login, monthly summaries, and mobile-responsive UI. Dockerized and deployed using GHCR and Render.
Technologies: Flask, SQLAlchemy, Neon DB, Docker, GHCR, Render

🤖 AI Quote Maker
Python · Flask · OpenRouter API · Docker
Built a multilingual AI quote generator using OpenRouter (Qwen3-Coder, Mistral), Flask, and Docker. Generates deep, meaningful quotes in English, Malayalam, Hindi, Tamil, and Arabic. Ideal for writers, status creators, and social media branding.

🛠 Node.js CI/CD Demo App
Node.js · Express · Docker · GitHub Actions
Built a Dockerized Node.js app to showcase CI/CD workflows. Features a basic Express server with / and /health routes, .env support, and multi-stage Docker build.
Implemented full CI/CD using GitHub Actions: install, test, build, and push to DockerHub on every main branch push.

🧮 Calculator App (Jenkins CI/CD)
Node.js · Docker · Jenkins · GitHub
Built a Node.js-based calculator that performs basic arithmetic via query parameters. Dockerized the app and implemented a Jenkins pipeline to automate build, test, push to DockerHub, and deployment stages.