PANKAJ DHAVALE
Cloud & DevOps Engineer (Entry-Level) | AWS | Linux | Docker | CI/CD | Networking
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PROFESSIONAL SUMMARY

Technical Support Associate with 1+ year of experience in network troubleshooting, SLA management, and incident documentation. Hands-on with Linux, AWS EC2, IAM, and Apache, backed by strong root cause analysis skills. Building AWS projects across S3, VPC, and high availability, and expanding into Terraform, Docker, and CI/CD. Seeking an AWS Cloud Support Engineer or Cloud Engineer role.

TECHNICAL SKILLS

- Cloud & AWS: AWS IAM, EC2, S3, VPC, Cloud Infrastructure
- Operating Systems: Linux (Ubuntu, Amazon Linux), Linux Commands, File Permissions
- Networking: TCP/IP, DNS, IPv4, Subnetting, HTTP/HTTPS, SSH
- Programming & Databases: Python, C, Flask, MySQL, HTML, CSS, JavaScript
- Tools: Git, GitHub, VS Code, Apache HTTP Server
- Technical Support: Troubleshooting, Issue Resolution, SLA Management, Documentation

PROFESSIONAL EXPERIENCE

Associate, Technical Support | Tech Mahindra | May 2025 – Sep 2026

- Analyzed network requirements, connectivity data, and infrastructure specifications for a UK-based client.
- Performed network data validation, identified connectivity issues, and supported troubleshooting to meet SLA and quality standards.
- Maintained technical documentation, updated network design records, and collaborated with cross-functional teams to resolve technical issues.

TECHNICAL PROJECTS

AWS Cloud Support Lab | EC2, VPC, S3, IAM, Linux, Apache, CloudWatch

- Deployed an Apache website on EC2 and configured VPC networking, IAM-based S3 access, and CloudWatch monitoring.

GitHub: *https://github.com/pankaj0924/mycloud_support_lab*

AWS S3 Backup & Recovery | S3, IAM, AWS CLI

- Configured S3 versioning and IAM permissions; used AWS CLI to upload backups and restore previous object versions.

GitHub: *https://github.com/pankaj0924/S3-Backup-Recovery*

AWS VPC Networking Lab | VPC, EC2, S3, Linux, Apache

- Configured a custom AWS VPC with public/private subnets, routing, security controls, and an S3 Gateway Endpoint, and deployed an Apache web server on Amazon Linux 2023 EC2.

GitHub: *https://github.com/pankaj0924/vpc-networking-lab*

EDUCATION

Master of Science (M.Sc.) in Computer Science | Modern College of Arts, Science and Commerce, Pune | 2025 | CGPA: 6.8

Bachelor of Science (B.Sc.) in Computer Science | Shri Swami Vivekanand College, Kolhapur | 2023 | CGPA: 9.5