**Neel Mehta**

**Contact Information:**

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**Professional Experience:**

**Tech Support Executive** **Savitriya Technologies, Iskon S.G Highway**  
*February 2024 - Present*

* Provided technical support to customers via phone, email, and remote assistance.
* Provide remote IT support using best practices and various methods (MS Teams, Zoom, email,ServiceNow, Tele-calls). Manage and maintain roster and generate daily SLA reports.
* - Support patch management for end-user computing.
* - US/AU customer relationship, Ticketing Support.
* - SOC Monitoring of (SQL Monitoring, Security Threats in O365 and attack prevention,
* Database Backup , Cloud Monitoring, Antivirus Management, Crowd strike, ESET )

**IT Support Specialist** **Titan Company LTD., C.G Road**  
*November 2021 - December 2023*

* Managed IT infrastructure including servers, networking devices, and software applications.
* Resolved escalated technical issues promptly to maintain operational continuity.
* Conducted regular maintenance and updates to optimize system performance and security.

**Desktop Support Technician** **Acute Informatics, Thaltej**  
*March 2021 - October 2021*

* Provided technical assistance to end-users regarding computer hardware, software, and networking issues.
* Troubleshooted and resolved desktop, laptop, and peripheral problems to ensure minimal downtime.
* Collaborated with team members to implement IT solutions and improve system efficiency.

**Education:**

**B.Tech in Computer Engineering**  
*June 2016 - September 2020*

**Cloud Master and DevOps Architect Course** **Intellipaat.com (Remote)**  
*March 2022 - Present*

* Expanding expertise in cloud computing and DevOps methodologies.
* Hands-on experience with DevOps tools including Git, Jenkins, Docker, Kubernetes, Terraform, and Ansible.

**Skills:**

* **DevOps:** Git, Jenkins, Maven, Docker, Kubernetes, Terraform, Ansible
* **Cloud Platforms:**
  + **Azure:** VMs, Networking, Scaling, Monitoring, SQL DB, Webapp, Private EndPoints, Private DNS zones, Backup, Blob storage
  + **AWS:** EC2, GuardDuty, CloudFormation, Lambda, Load Balancer, VPC
  + **GCP:** VMs, Kubernetes, Database, VPC Deployment
* **Operating Systems:** Linux, Windows
* **Scripting Languages:** Bash, Python
* **Networking:** TCP/IP, DNS, DHCP, VPN
* **Troubleshooting and Problem Solving**
* **Strong Communication and Collaboration Skills**

**Certifications Applying for:**

* Azure Solutions Architect (AZ-305) (Expected June 2024)
* AWS Solutions Architect Associate (SAA-C03) (Expected July 2024)