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 email, and remote assistance.
- Provide remote IT support using best practices and various methods (MS Teams, Zoom, email,ServiceNow). 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, 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)

CERTIFICATE OF COMPLETION

This Certificate Is Presented To

Neel Mehta

Who has successfully completed all the requirements stipulated by Intellipaat for

AWS Solutions Architect Associate

to achieve professional excellence

Issue Date: March 1, 2024

Mrs. Shilpi Jain
Director
Intellipaat Software Solutions Pvt Ltd.

VERIFIED CERTIFICATE

Certificate ID 31679-91118-206263

IntelliPaat

Mrs. Shilpi Jain
Director
Intellipaat Software Solutions Pvt Ltd.

CERTIFICATE OF COMPLETION

This Certificate Is Presented To

Neel Mehta

VERIFIED CERTIFICATE

Certificate ID 31679-148717-206263

Who has successfully completed all the requirements stipulated by Intellipaat for

Google Professional Cloud Architect Training

to achieve professional excellence

Issue Date: March 1, 2024