

Professional Experience

Senior Cloud Support Engineer	Netskope San Antonio, USA	02/2026 to Current
- Provided technical support for strategic customers for Netskope services including AWS services such as ALB, NLB and AWS WAF, delivering technical solutions for complex customer. - Teamed with Account Team for architectural deployment using terraform and engaged troubleshoot session for strategic customer resolving critical Netskope Proxy, Gateway, and eDLP issue.		
Enterprise Solutions Architect	AWS Houston, USA	09/2024 to 02/2026
- Technical advisor for enterprise accounts in automotive and manufacturing — engaged with C-suite and Directors to translate business goals into scalable AWS architectures. - Successfully helped customer optimize the cost of by migrating EC2 to Amazon ECS, driving 35% faster deployments, and cutting infrastructure costs by 15%. - Architected highly scalable and reliable environment guiding right-sized EC2 fleet, ALB/NLB and Amazon EKS configs for improving applications availability. - Built CI/CD pipelines (GitHub Actions) to automate Terraform-based provisioning of AWS security architectures (WAF, Security Hub, GuardDuty), reducing manual deployment errors. - Led integration project for connecting on-prem data center to AWS via Direct Connect and BGP-enabled Site-to-Site VPN, managing stakeholder communication and go-live readiness throughout. - Designed and implemented cloud security architectures using AWS WAF, Shield Advanced, Security Hub, and GuardDuty, enhancing security posture and application resilience for diverse industries. - Developed GenAI-powered knowledge assistants with Amazon Q and Bedrock (RAG + Guardrails) to streamline security operations and reduce customer support resolution times by 25%. - Created hackathon challenge at AWS sponsored event, and judged 50+ different projects associated with Generative AI.		
Cloud Support Engineer - Networking	AWS Houston, USA	04/2022 to 09/2024
- Served as internal SME for ALB, NLB, GWLB, and AWS WAF — built a reusable CloudFormation template adopted team-wide to accelerate customer lab setup during escalation calls. - Supported enterprise migrations to AWS by provisioning VPCs, Direct Connect, and network security groups in Dev/Test environments, reducing customer ramp-up time during active migration sprints. - Boosted implementation flexibility by developing a CloudFormation script for ALB/NLB deployment.		
Network Security and Proxy Engineer	Exxon Mobil Houston, USA	06/2018 to 04/2022
- Managed and conceptualized the network infrastructure for new direct outbound locations, overseeing the successful implementation of network connectivity. - Owned BGP routing implementation across Cisco FTD and Juniper SRX for enterprise direct outbound locations; took on Scrum Master responsibilities to keep cloud network projects aligned to stakeholder timelines. - Ran end-to-end PoC for a new SWG cloud solution replacing Forcepoint — completed service line testing and presented findings to leadership, directly supporting the procurement decision.		
Network Security Analyst	Exxon Mobil Houston, USA	04/2017 to 06/2018
Worked across network security incident management, building SSL and ticketing runbooks that improved team resolution speed by 50%, and contributed to an L3/L4 redesign covering HA firewall configs and VRF segmentation across multiple sites.		

Skills

Cloud Platforms & Services: AWS - VPC, EC2, ELB, CloudWatch, S3, Route53, Autoscaling
Data & Analytics: S3, DynamoDB, RDS, Aurora, Redshift, Glue, Athena, QuickSight
Networking: VPC, Transit Gateway, Route 53, CloudFront, Load Balancing (ALB, NLB, GWLB, OIDC Authentication), EC2, Auto Scaling, Network Troubleshooting, Windows Server, Active Directory, LAN, WAN
Security & Compliance: Amazon Bedrock Guardrails, WAF, AWS Well-Architected Framework, Network Security, Cyber Security, Enterprise IT Security, Security Forensics, Malware Analysis, Threat Containment
Protocols: TCP/UDP, BGP (External), DNS, HTTP/HTTPS Firewall: AWS Network Firewall, Palo Alto Firewalls - HA, ACL, NAT, VPN configuration

Certification

AWS Generative AI Foundational	Amazon Web Services	10/2025
AWS Certified Machine Learning Engineer – Associate	Amazon Web Services	09/2025
AWS Certified Developer – Associate	Amazon Web Services	05/2025
AWS Certified SysOps Administrator – Associate	Amazon Web Services	04/2025
Post Graduate Program - Cloud Computing	University of Austin	12/2024
AWS Certified Solutions Architect – Associate	Amazon Web Services	08/2024

Education

Master of Science: Networking and Communication	California State University - Los Angeles, CA	09/'14 to 06/'16
Awarded [Best Network Designer].		
Bachelor of Science: Electronics and Telecommunication	University of Pune - Pune, India	06/'10 to 05/'13