SHIVANK AWASTHI

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EDUCATION

Maharaja Surajmal Institute of Technology | B. Tech. CSE | 2018 | 86.5%

MCL SBM Sr. Sec. School | Class 12th | 2014 | 90.4%

Kalka Public School | Class 10th | 2012 | CGPA 10.0 /10.0

SKILLS

S3 | CloudFront | AWS Lambda | AWS Transfer for SFTP | Java | Linux | Git | Python | Cyber Security

CERTIFICATIONS

AWS Certified Solution Architect Associate | https://bit.ly/2NY45mO

The Python Mega Course | http://bit.ly/2E6fNXI

VOLUNTEERING

Amazon | Inclusion Engineer

Stanford University | DRI at Web & Data Mining Team |http://bit.ly/2p6cJU9 | DEC 2016 - JUL 2017 (VIRTUAL)

Project One for Life | Technical Strategist

EXPERIENCE

Amazon | Support Engineer -3 | MAY 2020- PRESENT

- Worked on multiple high visibility and compliance projects with Tech stack including S3, Dynamo DB, Athena, SNS, SQS.
- Worked on more than 600+ tickets solving customer questions and issues impacting multi million dollar payments.
- Devised new methods to reduce team's OE load.

Amazon Web Services | Cloud Support Engineer | JUN 2018 - MAY 2020

- Joined as CSA 1 and got promoted to CSA 2 then to CSE while handling 1000+ customer use cases and resolved issues with their cloud infrastructures with 21 AWS services including S3, CloudFront, SES, Lambda etc. with an overall average customer satisfaction score of 4.84
- Solved 100+ internal escalations for AWS Transfer for SFTP working as member of expert support individuals.
- Solved a feature request for AWS Transfer for SFTP customers by providing an integration with AWS Cognito for authentication.
- Mentored new hires in team and helped them achieve average customer satisfaction score of 4.90
- Created public facing AWS Knowledge Center articles and videos (https://www.youtube.com/watch?v=8BxrKwuFJwg)
- Developed a script for team which checks access of internal S3 buckets and restricts it to public avoiding security escalations.
- Helped enterprise scale customers in cloud migration with services like CloudFront, Snowball.

Air India | Summer Intern | JUL 2017- AUG 2017

- Designed and developed Court Case Information System for the organization. Fetched complex data queries in average time of 143ms.
- Used Google Cloud as Tech Stack to develop this website.

RESEARCH PUBLICATIONS

Web Crawler Challenges & Their Solutions	http://bit.ly/2o5DwiX
Change detection of web page in Focused Crawling system	http://bit.ly/2h96njA
Introduction to SIDS Neural network in game	http://bit.ly/2Ge0rkN
Survey on Crawling Techniques	http://bit.ly/2FPZQcb