

TANMAY SHINDE

+353 899625489 | tanmayshinde197@gmail.com | linkedin.com/in/tanmayshinde197 | github.com/tanmayshinde197 | Dublin, Ireland

PROFESSIONAL SUMMARY

Cloud Support Engineer II and EC2 Linux Subject Matter Expert at AWS with 4+ years of experience solving complex infrastructure challenges for enterprise customers across compute, networking, and security domains. Specialises in diagnosing and resolving critical Linux issues, from kernel panics and boot failures to VPC misconfigurations and performance bottlenecks, across RHEL, Ubuntu, and Amazon Linux environments. Recognised as Quality Champion for driving team-wide service improvements and awarded Most Valuable Player for consistently delivering high-impact support with a 100% positive customer satisfaction rating. Holds an MSc in Cyber-Security with hands-on penetration testing experience, bringing a security-first mindset to cloud architecture and infrastructure reliability. AWS Certified DevOps Engineer (Professional) and Solutions Architect (Associate).

SKILLS

Core: Amazon EC2, Linux Administration (RHEL, Ubuntu, Amazon Linux), AWS Cloud Architecture, Infrastructure as Code, System Performance Tuning.

Networking: TCP/IP, DNS, BGP, IPsec, SSL/TLS, Load Balancing, VPC Configuration, Routing, Firewall, DDoS Mitigation.

DevOps & SRE: Prometheus, Monitoring & Alerting, Incident Response, Automation, Service Level Objectives (SLOs).

Security: Penetration Testing, Vulnerability Assessment, SOC Event Triage, IBM QRadar, Splunk, Metasploit, Nessus, Nmap.

Programming: Python, Shell/Bash, Perl, C++, TypeScript.

Databases & Web: MySQL, PostgreSQL, Apache, Nginx.

Tooling: Docker, VMware, VirtualBox, Wireshark, Jira, Git, Configuration Management.

WORK EXPERIENCE

Amazon Web Services (AWS) | Cloud Support Engineer II (Linux) **Mar 2025 – Present**
Dublin, Ireland

- Serve as key escalation point for complex EC2 Linux issues across Premium Support enterprise accounts, troubleshooting kernel panics, boot failures, filesystem corruption, performance degradation, and instance connectivity across RHEL, Ubuntu, and Amazon Linux environments.
- Resolved 450+ cases annually (116% of target) while maintaining a 100% positive CCR (target: 92.5%), demonstrating sustained high-quality output across complex escalation-tier cases.
- One of two engineers in the dedicated Linux 5G Telco Team in Dublin, handling specialised telecommunications infrastructure on AWS.
- Diagnose and resolve complex networking issues including VPC misconfigurations, security group and NACL conflicts, DNS resolution failures, ELB health check failures, and IPsec VPN tunnel establishment across multi-AZ architectures.
- Troubleshoot EC2 instance performance issues using OS-level tools (top, vmstat, iostat, sar, perf) and AWS monitoring (CloudWatch, Enhanced Monitoring), identifying root causes in CPU steal time, EBS throughput limits, and network bandwidth constraints.
- Handle cross-service escalations spanning EC2, EFS, ElastiCache, and ECS, coordinating with internal service teams for resolution of host-level, hypervisor, and hardware-related problems.
- Appointed Quality Champion: lead weekly reviews of customer ratings, performing root cause analysis on case handling and driving process improvements across the team.
- Delivered NHT training modules (Q+ Email, Case Handling Best Practices, Q+ Phone) to 20+ new hires and mentored 2 interns through the CSA Internship Ticket Challenge.

Amazon Web Services (AWS) | Cloud Support Associate → Engineer I (Linux) **Feb 2022 – Mar 2025**
Dublin, Ireland

- Joined as Graduate Associate providing frontline EC2 Linux support; promoted to Cloud Support Engineer I within 14 months based on performance metrics and customer satisfaction scores.
- Provided advanced technical support for EC2 Linux environments, troubleshooting instance launch failures, EBS volume management, snapshot/AMI creation, and instance store behaviour.
- Maintained a 100% positive CCR throughout entire tenure (target: 92%), with zero negative ratings across hundreds of customer interactions.
- Achieved EC2 Linux Subject Matter Expert status through demonstrated excellence in systemd service management, LVM/RAID configuration, GRUB bootloader recovery, and kernel module troubleshooting.
- Handled cross-service cases: diagnosed ElastiCache Redis AUTH token rotation issues, identified EFS documentation errors persisting for years, and resolved EBS latency concerns by calculating metrics from CloudWatch raw data.
- Published 3 AWS Knowledge Center articles (EC2 YUM/RHEL errors, EC2 deprecation deadlines, SUSE Zypper errors) reducing inbound support contacts on common issues.
- Developed Bottlenose Lab: scenario-based challenge for configuring MGN replication agents in private networks, accelerating new hire onboarding onto complex services.

- Co-authored EC2 Support Operations Oncall Handbook addressing documentation gaps, and added CVE Security/Vulnerability Management procedures.
- Awarded Most Valuable Player (MVP), AWS Support (2023). Recognised as AWSome Builder (June 2023, Sept 2024).

Convergent Technologies | Commercial Service Coordinator (EMEA) Oct 2020 – Feb 2022
Dublin, Ireland

- Managed client cases with network and infrastructure-related issues across EMEA and USA regions for enterprise clients.
- Provided technical support and problem-solving via telephone and email, presenting business reports and dashboards to client stakeholders.
- Promoted from Technical Support Administrator to Commercial Service Coordinator within 2 months (December 2020).

ANZ | Virtual Cybersecurity Internship Jun 2020
Ireland

- Performed network analysis on pcap files, reconstructing data and images using Wireshark and Hex Editor.
- Conducted digital investigation on email samples, verifying malicious vs genuine communications.
- Performed forensics investigation on network logs using Autopsy, OS Forensics, and Tshark.

Technoquake Consultancy and Services | Information Security Analyst Intern Nov 2018 – Nov 2019
Pune, India

- Scanned client websites, applications, and systems for vulnerabilities using Nmap, Metasploit, Burp Suite, and SQLMap.
- Used IBM QRadar for SOC event triage, reporting, and escalation of critical security incidents.
- Performed white-box and black-box penetration testing, reviewing vulnerability scanner findings and providing remediation support.

PROJECTS

Gmail & Drive Personal Assistant | TypeScript, MCP, Gmail API, Google Drive API, Tesseract.js

Built a TypeScript MCP server for Kiro AI IDE providing multi-account Gmail and Google Drive access. Features OAuth 2.0 with auto token refresh, email search with rich filters, thread retrieval, attachment text extraction (PDF, DOCX, XLSX, images via OCR), and Drive file search/download. Full test suite with Vitest.

AI Resume Optimizer | Python, LaTeX, Gmail API, Google Drive API

End-to-end job application pipeline orchestrated through Kiro AI IDE. Generates tailored LaTeX resumes, compiles to PDF and DOCX, syncs to Google Drive. Includes Gmail API rejection scanner, Indeed job search scraper, and dashboard generator.

Honeypot & Game Theory Network Security | Python, MySQL, nashpy, LaikaBoss, Zeek IDS

Multi-layered network security system. Python honeypot with raw socket packet capture, game theory DDoS detection using Nash Equilibrium, LaikaBoss malware detection with custom YARA rules, and iptables hardening. Tested against Petya ransomware and Emotet.

Live Bus Tracking & Smart Transit | Node.js, ReactJS, React Native, Google Maps API

Full-stack real-time bus tracking system. React Native vehicle client with GPS, ReactJS passenger web app, Node.js backend with RESTful API. Three-tier architecture with live map visualisation.

EDUCATION

National College of Ireland 2019 – 2020

MSc in Cyber-Security | Grade: 2:1

Thesis: Honeypots to Detect Malware and Mitigate Network Traffic Anomalies Using Game Theory.

Savitribai Phule Pune University 2014 – 2018

Bachelor of Engineering: Computer Engineering | Grade: First Class with Distinction

CERTIFICATIONS

- AWS Certified DevOps Engineer – Professional (2025)
- AWS Certified Solutions Architect – Associate
- EC2 Linux Subject Matter Expert – AWS Internal (2024)
- Most Valuable Player Award – AWS Support (2023)
- AWSome Builder – AWS Support (2023, 2024)
- Quality Champion – AWS Support
- Knowledge Center Article Jedi Knight – AWS Support (5 articles)
- AWS AI Foundational (L100)
- AWS Partner: Generative AI Essentials
- Introduction to DevOps and Site Reliability Engineering – Linux Foundation
- MongoDB Overview: Core Concepts and Architecture
- Cybersecurity Roles, Processes & Operating System Security – Coursera
- RHCE and CCNA Trained