Dhanya Sukanth B.K.

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CAREER SUMMARY

Cloud Administrator with 2+ years of experience in cloud infrastructure management, application security, and production support at Microland, working with global enterprise clients including GE and Baker Hughes. Experienced in AWS cloud operations, Linux server administration, production patching, monitoring, and L3 support. Currently working with Akamai, Imperva Cloud, and Sphere firewall platforms across cloud and on-premises environments, handling application onboarding, decommissioning, SSL certificate management, and DNS troubleshooting. Familiar with proxy and VPN environments, ServiceNow-based ITSM workflows, and infrastructure monitoring tools. Certified in AWS Cloud Practitioner, Azure Fundamentals, and Terraform Associate, with practical experience in cloud infrastructure, firewall operations, and network troubleshooting.

SKILLS

- **Operating Systems:** Linux (Ubuntu)
- **Cloud & Infrastructure:** Microsoft Azure, AWS, Terraform, On prem datacenters.
- **Data Visualization and Monitoring:** Grafana, Alert Manager, Prometheus, OpenSearch.
- **Networking & Proxy:** URL policy administration (Zscaler / Private PZEN), DNS validation, VPN management.
- **Firewall Tools:** Akamai, Imperva Cloud WAF, and SecureSphere.
- **Automation and CI/CD Tools:** Docker.
- **Programming and Scripting:** Python, Shell scripting.
- **IT Service Management:** ServiceNow (incident/change/problem/request/infrastructure handling), ITIL, SLA tracking, Process compliance auditing, Documentation.
- **Debugging & Tools:** Wireshark, Fiddler, HAR and Product log analysis.

WORK EXPERIENCE

Administrator Cloud **SEPT 2026 – PRESENT**
Microland Pvt. Ltd | Bengaluru
Client: Baker Hughes

• Manage Akamai, Imperva Cloud WAF, and Sphere platforms for Baker Hughes, supporting application security across cloud and on-premises environments.
• Execute application onboarding and decommissioning activities, ensuring secure and compliant application lifecycle management.
• Handle SSL/TLS certificate management and DNS troubleshooting to maintain application availability and secure connectivity.
• Troubleshoot application traffic, DNS resolution, and WAF-related issues in collaboration with cross-functional infrastructure and security teams.

Senior Cloud Engineer **MAR 2024 – AUG 2026**

Microland Pvt. Ltd | Bengaluru

Client: General Electric [GE]

• Managed and maintained GE MyApps global infrastructure across production and stage environments. Built and maintained monitoring stack including OpenSearch, Alert Manager, and Grafana.
• Regularly checked server health, handled server maintenance (patching, updates, and security), and optimized performance by cleaning up unused resources via disk cleanup on production and stage environments.
• Monitored AWS resources using AWS Management Console, CloudTrail, and AWS Config, and used ServiceNow to track and resolve user issues.
• Created clear documentation and knowledge base articles to assist support teams such as L1, L1.5 and L2.
• Established incident response plans, managed change processes, request items and tracked system performance with tools like Prometheus as the data source for Grafana.
• Set up alerts for proactive issue detection and managed log data using AWS CloudWatch.
• Resolved technical issues with a focus on client satisfaction, maintained web proxies and VPN connections, and worked with L4 advisors to meet SLAs.
• Monitored usage, managed alerts, and moved the alerts from Prometheus Alert manager into the Grafana dashboard
for better readability.
• Used Wireshark, Fiddler, application logs and HAR for debugging, applying networking skills to troubleshoot and fix issues.
• Troubleshooting Zscaler proxy issues and managing URL classification policies (Zscaler / Private PZEN) via Policy Admin.
• Validating DNS configurations and coordinating with DNS teams for domain setup and resolution issues.
• Managed server decommissions with creating and tracking problem incidents.
• Handling escalations and client communications with clear SLA ownership.
• Auditing ServiceNow incidents, changes, and requests to ensure data accuracy and compliance.

IOT Engineer **DEC 2023 –MAR 2024**

Knowx Solutions Ltd| Bengaluru

• Worked on embedded systems using C and Python, integrating with IoT platforms like AWS IoT Core, MQTT, and Blynk.
• Built solutions based on client requirements and worked closely with the team to deliver them on time.

EDUCATION

Visvesvaraya Technological University [VTU], Bengaluru
Bachelor of Engineering (B.E.) - Electronics and communication Aug 2019 - June 2023

CERTIFICATIONS

AWS Certified Cloud Practitioner (CLF -02)
Microsoft Azure Fundamentals (AZ-900)
HashiCorp Certified: Terraform Associate -004