

# Neeraj Sudhakaran

Application Support Engineer / Platform Engineer / SRE / DevOps

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## ❖ Objective

A dedicated and results-driven IT professional with over five years of experience in the industry. Recognized with the Valuable Contributor tag for three consecutive years and continuing to build on this momentum. Committed to regularly updating skills to stay aligned with industry standards and emerging technologies. Seeking an opportunity to contribute to a dynamic organization that values innovation and impactful contributions.

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## ❖ Experience

### Application Support Engineer

Verifone/ EFTPOS NZ

*August 2021 – Present*

- Support key DevOps concepts like CI/CD deployment automation and zero downtime implementation.
- Collaborate with Cloud-Ops, Development, and Infrastructure teams to automate application building and deployment.
- Recommend enhancements for gateway applications, databases, and service architecture, ensuring effective monitoring.
- Provide round-the-clock support, addressing escalations, alerts, incidents, and issues.
- Develop and implement new BAU tasks, manage change within procedures and technical documentation, and prioritize timely solutions.
- Contribute to product evaluations, PCI audits, and security compliance.
- Handle capacity planning and OS patching.
- Review technical documentation and change control, prepare reports, and provide input into policy and procedure development.

### System Administrator

Active Lobby Information Systems Pvt

*August 2016 - January 2018*

- Managed complex IT environments, responsible for installing server operating systems (Linux & Windows) and web hosting control panels (cPanel, DirectAdmin, Plesk).
  - Administered servers using the command line interface (CLI), ensuring efficient management without control panels.
  - Provided exceptional customer support by handling tickets and live chats, addressing technical issues promptly.
  - Configured and maintained server security, including firewalls (iptables, APF, CSF) to ensure robust security administration.
  - Analysed and resolved complex server issues for large enterprise and business-critical applications.
  - Oversaw server migrations, component upgrades, and mail server configurations, ensuring seamless transitions and high security.
  - Managed AWS services (IAM, EC2, RDS, S3, EBS, ELB, VPC, Route53, Auto Scaling) and utilized AWS CLI, Bash scripting, and PowerShell for automation and administration.
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## ❖ Certifications

- ✓ **Certified Kubernetes Administrator (CKA)**
  - ✓ **AWS Certifications (Multiple Badges)**
  - ✓ **Microsoft Azure Fundamentals (AZ-900)**
  - ✓ **Red Hat Certified System Administrator (RHCSA)**
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## ❖ Education

- ✓ **Postgraduate Diploma in Information Technology (Level 8)**  
Eastern Institute of Technology - Hawkes Bay, New Zealand - 2019 – 2020
  - ✓ **Red Hat Certified System Engineer (RHCE)**  
Clado Solutions, India - 2016
  - ✓ **Bachelor of Electronics and Communication Engineering**  
Cochin University (CUSAT), India - 2012 - 2016
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## Technical Skills

- **Server Administration:** Linux, Windows, user management, system maintenance, and upgrades.
  - **DevOps:** CI/CD using Git, Jenkins, Ansible, Docker, Kubernetes, and EKS.
  - **Infrastructure as Code:** Terraform to automate AWS cloud infrastructure.
  - **Monitoring:** Graylog, ELK, AppDynamics, Zabbix, Prometheus, Grafana, Nagios, Datadog.
  - **Cloud Platforms:** AWS, Azure.
  - **Project Management:** Agile environments, Confluence, JIRA, Asana, and Kanban tools.
  - **Microsoft 365 Services:** Exchange Online/Outlook, Intune, SharePoint, and Teams.
  - **System Security:** OS patching, log monitoring, firewall configuration, maintenance, and repair.
  - **Networking:** DNS, TCP/IP, DHCP, CIDR, and server virtualization.
  - **Web Hosting Support:** Website modification, mail server configuration, and hosting panel management (cPanel, Plesk, DirectAdmin, GoDaddy, Zadmin).
  - **Active Directory:** Local AD, Azure Active Directory.
  - **Web Server Management:** Apache, IIS, Nginx, reverse proxy configuration.
  - **Databases:** MySQL, MongoDB.
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## Soft Skills

- **Administration:** Efficient office management support, strong communication skills, and organizational abilities.
  - **Teamwork:** Collaborative, experienced in mentoring, and demonstrated leadership in project management and sports.
  - **Customer Service:** Leading digital transformations, clear communication with stakeholders, and forming good working relationships.
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## Personal Attributes

- Self-motivated, positive attitude, and committed to task completion.
  - Passionate about learning, problem-solving, and sharing knowledge.
  - Enjoys brainstorming and finding solutions.
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