ANIKET PRAKASH PAWAR

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PROFESSIONAL SUMMARY

Cloud and IT support professional with 6+ years of experience in enterprise support, incident management, and cloud-adjacent troubleshooting. Certified in Azure, AWS, Google Cloud, and ITIL, with hands-on exposure to Linux, Git, and Docker; targeting DevOps Engineer roles focused on cloud infrastructure and automation.

CORE SKILLS

Cloud Platforms: Microsoft Azure, AWS, Google Cloud
OS & Tools: Linux, Windows, Git, Docker, Terraform
Operations: Incident Management, Troubleshooting, Technical Support, Production Support, SLA Management

PROFESSIONAL EXPERIENCE

Kyndryl Solutions Pvt Ltd | Technical Support Engineer **07/2022 - Present**
Pune, India

- Supported enterprise applications in a 24x7 production environment by diagnosing incidents and coordinating resolution with internal teams.
- Communicated SLA-impacting updates to stakeholders and managed incident tickets through resolution.
- Documented troubleshooting steps and knowledge articles to improve repeatability and team efficiency.

Ubisoft Entertainment India Pvt Ltd | Account Support **04/2021 - 03/2022**
Pune, India

- Provided technical support to global customers by resolving login, service, and application issues.
- Maintained SLA and customer satisfaction metrics while delivering reliable, high-quality responses at scale.

Saiprasad Enterprises | Design Engineer **02/2019 - 02/2020**
Pune, India

- Created 3D models and engineering drawings using CAD software and collaborated with vendors and suppliers to support part quality and accuracy.

Amazon Development Centre Pvt Ltd | Customer Service Associate **07/2018 - 11/2018**
Pune, India

- Handled high-volume customer queries through calls and chat, resolving order, payment, and account issues.
- Maintained a 98%+ customer satisfaction score through consistent service execution and follow-up.

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate (AZ-104) | Azure Fundamentals (AZ-900) | Azure AI Fundamentals (AI-900) | AWS Certified Cloud Practitioner | Google Cloud Digital Leader | ITIL 4 Foundation

EDUCATION

Zeal College of Engineering and Research, Pune | Bachelor of Engineering (Mechanical Engineering) | 2018

ADDITIONAL INFORMATION

Volunteer: English Teacher, Swa-Roop Wardhinee (2013 - 2014) | **Languages:** English, Hindi, Marathi