# Vithushanth Chandrakumar

Junior Cloud Engineer • AWS Certified Solutions Architect – Associate

## Contact

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## Profile

AWS Certified Solutions Architect – Associate with practical hands-on experience through personal projects focused on automation, security, and monitoring. Over four years in fast-paced service desk roles supporting large teams, with strong troubleshooting across hardware, software, networking, and access management. Comfortable with Python and Bash scripting, IAM principles, and serverless concepts (Lambda, CloudWatch, EventBridge).

## Experience

### Service Desk Analyst — St John Ambulance (NHS) • 2021–2022

• Managed 150+ tickets monthly across hardware, software, networking, and access issues for nationwide teams.
• Used ServiceNow/Jira for tracking and SLAs; wrote documentation and delivered training that reduced repeat tickets by ~20%.
• Handled role-based access control and AD group management, directly transferable to AWS IAM roles, groups, and policies.
• Delivered fast remote support via TeamViewer/RDP in high-pressure situations.
• Created and updated knowledge base articles to improve self-service.

### Service Desk Analyst — Metro Bank PLC • 2018–2021

• Provided support to 500+ users, achieving high first-contact resolution.
• Set up Office 365, VPNs, and onboarded new users while troubleshooting daily device/connectivity problems.
• Managed user accounts and permissions in O365, applying least-privilege principles.
• Identified recurring issues, proposed fixes, and helped reduce ticket volume.

## Certifications

• AWS Solutions Architect – Associate
• CompTIA A+

## Projects

• Static Portfolio Website with Custom Domain & HTTPS
• Automated EC2/EBS Snapshots with Retention
• Basic Custom VPC with Public & Private Subnets
• Serverless CRUD API
• S3 Event-Driven Processing
• CloudWatch Monitoring Dashboard & Alarms

## Education

• BSc Computer Science — Queen Mary University of London (2017–2020)
• A-Level Maths & IT — GGSK College (2014–2017)

## Languages

• English
• Tamil