

FNU SATYAPRAMOD

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PROFESSIONAL SUMMARY

- Analytical and detail-oriented IT professional with a strong foundation in cloud infrastructure and systems analysis.
- Skilled in evaluating business requirements and translating them into scalable technical solutions.
- Experienced in designing efficient IT workflows to enhance productivity and operational performance.
- Proficient in data-driven automation to reduce manual workload and improve accuracy across processes.
- Hands-on experience with AWS and Azure cloud services, including compute, storage, and networking components.
- Strong understanding of IT fundamentals such as networking, system administration, and troubleshooting.
- Experienced with data visualization tools (Power BI, Tableau) for reporting and decision support.
- Knowledgeable in scripting and automation using Python, Bash, and PowerShell.
- Familiar with CI/CD principles, version control (Git), and DevOps best practices.
- Solid understanding of databases, SQL queries, and data modeling basics.
- Competent in monitoring, logging, and performance optimization using cloud-native tools.
- Experienced with ticketing systems such as ServiceNow, Jira, and Zendesk for IT operations.
- Skilled in identifying system gaps, analyzing root causes, and improving technical processes.
- Strong communication abilities to collaborate with teams, document procedures, and assist non-technical users.
- Motivated entry-level IT specialist eager to contribute technical expertise, learn advanced systems, and support business goals.

TECHNICAL SKILL SET

Category	Skills / Tools
Cloud Platforms	AWS (EC2, S3, VPC, IAM), Azure (VMs, Storage, Networking)
System Administration	Windows Server, Linux (Ubuntu/CentOS), User & Access Management
Networking	TCP/IP, DNS, DHCP, VPN, Firewalls, Subnetting
Automation & Scripting	Python, Bash, PowerShell
Data & Analytics	SQL, Data Modeling, Power BI, Tableau
DevOps & Tools	Git, CI/CD Concepts, GitHub, GitLab
Monitoring & Logging	CloudWatch, Azure Monitor, Log Analytics
Process & Workflow Optimization	IT workflow design, System analysis, Performance tuning
Troubleshooting	Hardware/Software diagnostics, Root cause analysis, Incident management
Ticketing & Support Tools	ServiceNow, Jira, Zendesk
Security Fundamentals	Identity & Access Management, Cloud Security Basics, MFA, Encryption
Virtualization	VMware, Hyper-V
Documentation	SOPs, Technical documentation, IT reporting
Soft Skills	Communication, Collaboration, Analytical thinking

PROFESSIONAL EXPERIENCES

Business Analyst, IT | [Path to American Vietnamese Education – Worcester, MA](#)

APR 2025 – PRESENT

- Conducted end-to-end system evaluations and led cross-departmental workshops to identify technology gaps and workflow inefficiencies, driving the design of IT solutions that aligned with business objectives and contributed to a **20% reduction in operational costs**.
- Implemented automation tools using Python, PowerShell, and cloud-native services to streamline processes, eliminate redundancies, and standardize reporting—resulting in a **30% boost in operational efficiency and data accuracy**.
- Translated complex business requirements into scalable technical workflows by collaborating closely with management, IT teams, and project stakeholders to ensure alignment with strategic goals, compliance standards, and cloud best practices (AWS/Azure).
- Utilized data visualization tools such as **Power BI** and **Tableau** to build insightful dashboards, improving decision-making and providing transparency across departments.
- Analyzed performance metrics across cloud environments (AWS/Azure), monitored automation outputs, and established continuous feedback loops to sustain long-term process improvements and support cross-functional productivity.
- Supported DevOps and system optimization initiatives by leveraging tools such as **Git**, CI/CD methodologies, and cloud monitoring services (CloudWatch, Azure Monitor) to improve system performance and reduce downtime.
- Collaborated with stakeholders to document requirements, develop SOPs, refine IT workflows, and ensure seamless process adoption throughout the organization.
- Utilized ticketing systems such as **ServiceNow**, **Jira**, and **Zendesk** to track issues, gather requirements, and assist in prioritizing technology improvements aligned with business needs.
- Partnered with IT security teams to reinforce identity and access management (IAM), enhance user permissions, and strengthen cloud security practices across platforms.

Application Support Analyst - Cloud | GoDigit

JUN 2021 – JUN 2023

- Assisted in monitoring and maintaining cloud environments on **AWS and Azure**, including virtual machines, storage accounts, VPC/VNet configurations, and identity access controls.
- Supported end users and internal teams by troubleshooting cloud-related issues such as connectivity errors, IAM permission failures, VM deployment problems, and service outages.
- Utilized **AWS CloudWatch** and **Azure Monitor** to track system performance, analyze logs, and escalate incidents according to SLA guidelines.
- Performed basic automation tasks using **Python, Bash, and PowerShell** to streamline repetitive processes and reduce manual workload for the support team.
- Assisted with deploying and configuring cloud resources following best practices for cost optimization, scalability, and security.
- Managed user access and roles through **IAM**, Azure AD, MFA setup, and security policy enforcement to ensure compliance and data protection.
- Collaborated with senior engineers during issue resolution, root cause analysis, and service restoration for high-priority incidents.
- Documented troubleshooting steps, standard operating procedures (SOPs), and configuration updates to improve team knowledge and reduce duplicate tickets.
- Used IT ticketing systems such as **ServiceNow, Jira, and Zendesk** to log, track, and resolve technical issues efficiently.
- Supported the development of dashboards using **Power BI / Tableau** to visualize cloud usage, cost trends, and system health metrics.
- Participated in cross-team meetings to understand business requirements and help translate them into simple cloud workflows and configurations.
- Assisted with basic **CI/CD and Git** practices by pushing configuration changes, reviewing logs, and supporting deployment pipelines.
- Conducted regular checks for backup status, storage integrity, and system reliability to ensure high availability across environments.

EDUCATION

- **Master of Science in Information Technology** | *GPA: 3.8/4.0* | **Clark University – Worcester, MA**
- **Bachelor of Computer Science** | **Sharnbasva University – Kalaburagi, India**

JAN 2023 – DEC 2024
SEP 2018 – SEP 2021