

# Arjun Singh

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## Experience

### NTT DATA – VOIP Engineer

Feb 2020 – Dec 2022

- Spearheaded a transformative change initiative, slashing service disruptions by 30% and boosting network stability through meticulous planning and execution.
- Led a high-performing team of 4 L1 engineers, delivering expert guidance and support for Cisco IPT Systems, ensuring timely issue resolution, and elevating team efficiency.
- Achieved an impressive 99.9% service availability, collaborating with third-party vendors to rapidly resolve network issues, minimizing downtime, and maximizing reliability.
- Revolutionized communication for 3,000+ users, designing and configuring CUCM features (Extension Mobility, Hunt Group, Pickup Group, and Route Plan), resulting in a 20% surge in user satisfaction.
- Streamlined operations by overseeing the lifecycle processes of 500+ users and devices, reducing downtime by 25%, and amplifying operational efficiency.

## Certifications

### AWS Certified Solutions Architect Associate (SAA-C03), Amazon Web Services (2024-2027) - [Link](#)

- Gained expertise in designing scalable, cost-efficient, and secure cloud architectures on AWS.

### AWS Certified Cloud Practitioner (CLF-C01), Amazon Web Services (2024-2027) - [Link](#)

- Acquired foundational knowledge of AWS cloud concepts, services, and basic architecture principles.

### Cisco CCNA 200-301 Training, Udemy Online Platform - [Link](#)

- Learned networking fundamentals, including IP connectivity, security, and automation.

### Linux Administration Course, Udemy Online Platform - [Link](#)

- Mastered essential Linux system administration tasks and command-line operations.

## Leadership & Projects

### Deployed an App with CodeDeploy - [Link](#)

- Deployed a Java web application using AWS CodeDeploy, leveraging AWS services to build and implement a CI/CD pipeline with CodeCommit, CodeBuild, and CodeArtifact, while automating infrastructure provisioning with CloudFormation.

### Query Data with DynamoDB - [Link](#)

- Developed a serverless data-driven application using AWS DynamoDB, managing tables and querying data via AWS CLI, and gaining hands-on experience with both AWS Management Console and CLI.

### VPC Monitoring with Flow Logs - [Link](#)

- Enabled secure communication between VPCs by configuring VPC peering, route tables, and security groups, while monitoring network traffic with VPC Flow Logs to troubleshoot connectivity issues and optimize network performance.

## Education

**Centennial College, Toronto, Ontario, Canada** - Computer Science Networking Diploma **JAN 2023 – MAY 2024**

**Courses:** Virtualization for Cloud Tech, Network Security Fundamentals, UNIX/LINUX, Advanced Routing Protocols

**BBDIT, Ghaziabad, India** - Bachelor's in Computer Science

**JUL 2015 – AUG 2019**

**Courses:** Operating Systems, Computer Networks, Database Management Systems, Software Engineering

## Skills

- **Cloud Infrastructure:** AWS, Azure, GCP, Web Services, Information Technology
- **IaC & Automation:** Terraform, CloudFormation, Pulumi, Process Improvement, Automation Solutions
- **Containerization & AI:** Kubernetes, Docker, Data Modeling, AI Integration, Innovation
- **CI/CD & Development:** Jenkins, GitHub Actions, AWS CodePipeline, API Integration, R
- **Security & Networking:** IAM, VPC, DNS, TCP/IP, Best Practices, Problem-Solving
- **Monitoring & Documentation:** New Relic, Prometheus, CloudWatch, Status, Specification
- **Collaboration & Leadership:** Stakeholder Communication, Cross-Functional Teams, Feedback, Growth
- **Business & Product:** Product Expertise, Program Management, Business Case, Entrepreneurial Vision