

Mukul Sandeep Prabhu

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SUMMARY

Aspiring Network professional with hands-on experience in cloud platforms (Azure, AWS, OpenStack) and system automation. Skilled in deploying Infrastructure as Code using Terraform, and monitoring systems using Application Insights. Scripting background (Python, Bash) with interest in improving system availability, performance, and scalability. Preparing for AZ-900 and Network+.

TECHNICAL SKILLS

Python, Bash, SQL, HTML/CSS — Azure, AWS, OpenStack — Terraform — Docker, Cgroups, AppArmor — Cloudflare — Salesforce Lightning — Git — TCP/IP, VPN, DNS — Burp Suite

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900)

EDUCATION

Concordia University <i>Master of Engineering – Information Systems Security</i>	Jan 2023 – Aug 2024 Montreal
KLE Dr. M. S. Sheshgiri College of Engineering and Technology <i>Bachelor of Engineering – Electronics and Communication</i>	Jun 2017 – Aug 2021 India

EXPERIENCE

Financial Customer Service Representative – Technical Support <i>Alorica</i>	April 2025 - Present Montreal
<ul style="list-style-type: none">Assisted in endpoint configuration and application troubleshooting across a secure support environmentTroubleshoot login, authentication, and network connectivity issues, escalating complex cases per protocolPerformed Multi-Factor Authentication (MFA) and identity verification, maintaining customer trust and securityDocumented resolutions, contributing to support knowledge base and improving first-call resolution rates	
Adobe Experience Manager Developer <i>Brillio Inc.</i>	Sept 2021 – Nov 2022 India
<ul style="list-style-type: none">Automated environment setups for 15+ on-premises client websites, reducing deployment timeDeveloped reusable templates and components in Java, integrating with enterprise CMS platformsStreamlined testing workflows through scripting and automation tools	

PROJECTS

Cloud Resume Challenge <i>Azure, Serverless Function, CosmosDB, Terraform, Cloudflare</i>	
<ul style="list-style-type: none">Engineered a serverless web application using Python, Azure Functions, and CosmosDB, tracking visitor countsManaged cloud infrastructure using Terraform for Infrastructure as Code automating deployment of 3+ resourcesAchieved 99.9% uptime with Cloudflare CDN, enhancing DDoS protection and global content cachingUtilized Application Insights to analyze and resolve issues, improving application reliability with 3+ critical bug fixes	
Security Attack Simulation on a Virtual Network Using OpenStack <i>AWS, OpenStack, Python, Linux</i>	
<ul style="list-style-type: none">Built a private cloud environment on the OpenStack platform, deployed on AWSConfigured virtual networks with routers and subnets to simulate real-world scenariosDeployed two compute nodes with key pairs and security groups for access controlSimulated an HTTPS flood attack between compute nodes using a Python script to analyze resource stress and system resilience	

VOLUNTEER WORK

Technical Supervisor <i>Concordia University</i>	May 2024 - Aug 2024 Montreal
<ul style="list-style-type: none">Configured and maintained IT setups for virtual mentorships, led events, and promoted cybersecurity awareness through weekly “Cyber Monday” posts.	