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# Surya Dhanush Bandi

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## SUMMARY

Motivated engineering graduate with two years of experience in technical support and a year-long internship in Amazon Web Services (AWS). Demonstrated ability to analyze and resolve complex technical issues while providing exceptional customer service. Solid foundation in cloud computing principles, along with practical experience in system optimization and technical documentation. Passionate about product development and marketing strategy, eager to apply my analytical skills and technical knowledge to drive innovative solutions in a dynamic learning environment.

## EXPERIENCE

### **SKY , LIVINGSTON UK** - TECHNICAL SUPPORT AND ADVISOR

JUNE 2022 - JULY 2023

- Helped in resolving customer issues for a new product called sky glass developed earlier that year.
- Also worked to improve the product by understanding customer needs.
- Helped in troubleshooting various sky products through call.

### **ASAP data solutions , London UK** - AWS CLOUD SUPPORT INTERN

JULY 2021 - MAY 2022

- Interned for the company learned and completed certifications in AWS.
- Helped in cloud migration for a client from on prem to cloud.

### **AMAZON , HYDERABAD** - DIGITAL DEVICES TECH SUPPORT

JUNE 2018 - JUNE 2019

- worked to improve the kindle and alexa by understanding customer needs.

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- Helped in troubleshooting various kindle products like fire tablet and kindle lite through call.

## EDUCATION

### **NOTTINGHAM TRENT UNIVERSITY , NOTTINGHAM** - *MSc. electronics*

JANUARY 2020 - JANUARY 2022

Successfully completed a Master's degree in Electronics Engineering with commendation, demonstrating a strong academic foundation and practical skills. The master's thesis focused on innovative electric vehicle charging mechanisms, contributing to the advancement of sustainable transportation solutions.

### **VIGNANA BHARATI INSTITUTE OF TECHNOLOGY , HYDERABAD** -

*B.tech electrical and electronics engineering*

JUNE 2014 - JUNE 2018

Bachelor of Technology in Electrical and Electronics Engineering, with a focus on control systems and microcontrollers. Actively involved in student organizations, serving as President and contributing to various initiatives and conducting events.