

Vimal Venugopal

IT HELPDESK ANALYST – AWS Cloud, Databases Management & IT Support Tools

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📍 Ontario

in [LinkedIn](#)

SKILLS

- **Cloud Platform:** Managing, monitoring resources on AWS including EC2, S3, IAM, and CloudWatch.
- **Database Management:** MySQL database configuration, backup, recovery, and performance optimization.
- **Operating Systems:** Linux (Ubuntu, CentOS), command-line tools, shell scripting, and system updates.
- **IT Support Tools:** Ticketing systems like ServiceNow; troubleshooting hardware, software, and network issues.
- **Networking & Security:** TCP/IP, DNS, VPN, firewalls, user access controls, and endpoint protection tools.

WORK EXPERIENCE

Property Management Administrator

August 2023 – Present

Crystal Management Solutions Inc.

Ontario

- Tracked 100+ entries monthly from amenity bookings, filter sales, and key replacements, standardizing logs and introducing spreadsheets to enhance traceability, reducing discrepancies by 40%; reconciled data with finance.
- Programmed 80+ fob keys and 60+ garage remotes via security management software, minimizing access delays and streamlining onboarding for new residents through request processing; integrated logs with audit systems.
- Coordinated with vendors to schedule monthly maintenance activities, using outlook, ensured on-time projects.

System Administrator (Co-op)

May 2023 – August 2023

Crystal Management Solutions Inc.

Ontario

- Streamlined resident data management by updating 100+ records monthly—including contact info, unit details, and vehicle registrations—using internal databases to maintain accuracy and accessibility for property staff.
- Processed and tracked over 200 financial and logistical transactions related to amenity bookings, fob key programming, filter sales, and garage access, ensuring proper documentation and zero discrepancies during audits.
- Resolved 50+ resident inquiries weekly via phone, email, and in person; coordinated with property managers.

Junior DevOps Engineer

February 2020 – December 2020

ViMo Software Development Pvt. Ltd.

India

- Automated 40+ weekly tasks using Bash scripts, including log rotation, system updates, and backup scheduling, reducing manual workload by 30% and error rates by 70%, and ameliorated system efficiency metrics daily.
- Configured Nagios for 15+ servers, generating threshold-based alerts for CPU, disk, and memory anomalies, reducing average downtime from 5 hours monthly to under 1 hour, and ensured uptime continuity always.
- Deployed 5+ MySQL containers using Docker and data consistency checks to ensure 100% replication accuracy.

Process Executive

November 2019 – February 2020

Millennium InfoLogic

India

- Processed 200+ orders weekly via web interface, mapping customer data fields with 99.5% accuracy, and reducing shipment mismatches by introducing mandatory double-check workflows; changes documented monthly.
- Sorted 500+ daily emails using Outlook rules, folders, categories, filters, tags, flags, auto-replies, search functions, conditional formatting, and quick steps to organize messages, also helping the team respond faster by 70%.
- Audited 100+ data entries daily, correcting addresses and SKUs, thereby raising validation accuracy to 98%.

Associate – Operations

December 2018 – May 2019

MySchoolPage

India

- Built over 100 Moodle-based student accounts monthly, integrating curriculum modules and timetables to automate class scheduling, improving tutor-student pairing speed by 45%. Enabled system-wide access logs.
- Made monthly reports from 500+ Excel entries using charts, filters, formulas, tables, data validation, slicers, cell formatting, conditional formatting, sorting, and drop-down lists to match tutors with courses and safe storage.
- Conducted OS-level checks for 300+ sessions across Windows/Linux, resolving access issues via remote tools.

EDUCATION

Graduate Certificate in Cloud Computing

January 2022 – September 2023

Loyalist College in Toronto, Ontario

Bachelor of Engineering in Computer Science and Engineering

August 2014 – June 2018

MVJ College of Engineering, India

CERTIFICATIONS

- **AWS Certified Cloud Practitioner**

November 2022