

Tejas Bhagat

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PROFESSIONAL EXPERIENCE

JetBlue Airways - Long Island City, NY

IT Operations Engineer

Oct 2019 - Present

- Supported 20+ mission critical applications running on Windows Server 2008 & Windows Server 2012 R2 in production, staging and developer environments.
- Opened and managed technical bridges within 15 minute SLA for company wide IT outages directly affecting operations.
- Escalated support issues for components of JetBlue's infrastructure including Active Directory, TCP/IP, DNS, DHCP.
- Maintained IT infrastructure and application stability by working closely with engineering and support staff.
- Monitored application and server stability using AppDynamics, Azure, SolarWinds, and email based alerts.

Analyst IT CTS

July 2019 - Oct 2019

- Composed 15+ knowledge articles to train current and new team members on operational processes.
- Designed a streamlined ServiceNow dashboard utilized by 90 crew members across three teams.
- Trained and mentored IT CTS team members across 7 locations on operational and technical procedures.
- Created Powershell scripts to automate Active Directory users/groups changes in mass.
- Analyzed historical ticketing system data to create optimized 24x7, 4x10 schedule for 40+ crew members at 3 locations.

Associate Analyst IT CTS

Feb 2017 – July 2019

- Provided Tier 2 & 3 hardware and software support onsite at JFK Terminal 5 and remote support for 22,000+ crew members at JetBlue airport locations, Long Island City HQ and residential agents.
- Created and managed user accounts and access in Active Directory, and Office365 Exchange Management Console.
- Utilized Citrix Desktop Director to support 5000+ residential agent's running Citrix XenDesktop on ThinClients.

IT Intern

Oct 2016 – Feb 2017

- Responsible for daily desktop support operations including ticket prioritization, tracking, and timely resolution, as well as technical support to 1000+ onsite crew members and 2000+ remote crew members.
- Migrated 700+ laptops/desktops to Windows 10, ensuring successful data migration.

EDUCATION & CERTIFICATIONS

Binghamton University | Bachelor of Science in Integrative Neuroscience

May 2016

Dean's List: Fall 2015, Spring 2016; Executive Board: Pakistani Student's Association

AWS Certified Solutions Architect - Associate (SAA-C02)

June 2020

Google IT Automation with Python Specialization

Aug 2020

PROJECTS

AWS Serverless CI/CD Website (Front end & Back End) – TejasBhagat.com

June 2020

- **Technologies Utilized:** AWS S3, Route53, Certificates Manager, CloudFront, API Gateway, Lambda, DynamoDB, AWS SAM, CloudFormation, git, Github, Github Actions, Python (Boto3), HTML, CSS, W3, JavaScript.
- Launched serverless S3 hosted static website with integrated CI/CD pipeline for front and back end code.
- Automated back end infrastructure creation using AWS SAM and Github Actions.
- Leveraged Python Boto3 and Lambda to automate & serve changes to/from DynamoDB using API Gateway.

AWS Serverless Covid-19 Event Driven Dashboard – TejasBhagat.com/covid

Oct 2020

- **Technologies Utilized:** API Gateway, Lambda, DynamoDB AWS SAM, Cloud Watch Events, Amazon SNS, CloudFormation, git, Github, Github Actions, Python (Boto3, Pandas), HTML, CSS, W3, Javascript, Google Charts.
- Created serverless U.S Covid-19 tracking dashboard with an integrated CI/CD pipeline using Github Actions for front end and back end code.
- Leveraged Python Boto3, Pandas and Lambda to automate & serve changes to/from DynamoDB based on current COVID-19 data from New York Times and John Hopkins.
- Used HTML, CSS, W3, Javascript and Google Charts for front end development/ data visualization.