

# Ameer Shaik

(+1) 607 296 8400 | Binghamton, NY | [ameersk1401@gmail.com](mailto:ameersk1401@gmail.com) | [Linkedin](#)

## EDUCATION

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**Masters in Computer Science, Thomas J Watson College of Engineering and Sciences** Aug 2023 - December 2025  
*State University of New York, Binghamton* | GPA : 3.4  
**Coursework** : Data Structures and Algorithms, Operating Systems, Artificial Intelligence, Machine learning, Data Mining

## TECHNICAL SKILLS

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**Programming** : Python (Boto3, Pandas, NumPy, Matplotlib), SQL, NoSQL, Go, Bash  
**Cloud Services** : AWS (EC2, S3, VPC, RDS, Lambda, QuickSight, IAM, DynamoDB, CloudWatch, CodeDeploy, ECS, SNS, SQS)  
**Data Analytics** : Power BI, AWS QuickSight, Airflow, Kafka, PySpark, AWS Athena, AWS Glue, REST APIs  
**Infrastructure as Code** : Terraform, CloudFormation, Ansible (Configuration Management)  
**Other Tools & Software** : Linux, Git, Github, Github Actions, Docker, ServiceNow, Jira, PostMan

## PROFESSIONAL EXPERIENCE

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**Associate Technical Consultant Intern, Volteo Digital & VolteoEdge | Remote** *May 2022 – Apr 2023*

- Designed an IoT-based architecture to process 100K+ telemetry data points using REST APIs, enabling real-time asset monitoring and predictive analytics.
- Automated ETL pipelines for IoT and ServiceNow data, boosting data processing speed by 30% and reducing manual errors.
- Designed scalable and configurable ServiceNow Customer Service Management (CSM) solutions using UI Builder, FSM, and Flow Designer.
- Streamlined IT Service Management (ITSM) operations by automating ticket triaging and resolution workflows, reducing SLA breaches by 40%.
- Integrated ServiceNow with third-party APIs for real-time data ingestion and unified service visibility across IoT platforms.
- Created custom ServiceNow dashboards and reports for visualizing support and device metrics, improving executive reporting and decision-making.
- Led implementation of reusable flow templates and scoped applications, improving team productivity in repetitive service workflows.
- Contributed to knowledge base development and standard operating procedures for ServiceNow modules to support internal onboarding and faster troubleshooting.
- Collaborated with cross-functional teams (developers, testers, architects) in Agile sprints to deliver high-priority feature enhancements.
- Gained hands-on experience with REST API scripting, incident management, and cloud-based deployment models using ServiceNow.

## ACADEMIC PROJECTS

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### Cloud Cost Optimization Toolkit (AWS)

- Developed an automated cost optimization tool using Boto3 and CloudWatch to identify and flag idle EC2, EBS, and RDS resources.
- Scheduled Lambda functions to terminate or downscale unused instances based on custom thresholds.
- Stored daily usage reports in S3 and triggered budget alerts via SNS when spending exceeded predefined limits.
- Implemented IAM policies to ensure secure automation and integrated with Cost Explorer for spend analysis.
- Achieved an estimated 30–40% monthly cost reduction in test environments by automating lifecycle policies and cleanup routines.

### CI/CD Pipeline for Serverless Application Using AWS CloudFormation

- Created reusable YAML-based CloudFormation templates to provision a Lambda function with API Gateway, S3 bucket, IAM roles, and DynamoDB.
- Built a complete CI/CD pipeline using CodePipeline, CodeCommit, and CodeBuild triggered on every git push.
- Integrated unit testing and linting steps in CodeBuild to ensure quality before deployment.
- Enabled versioning, rollback, and staging workflows using CloudFormation change sets.
- Reduced deployment time from hours to minutes, ensuring consistent, repeatable infrastructure in dev and prod environments.

## CERTIFICATIONS

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- Amazon Web Services Solution Architect Associate (SAA) - In progress
- Amazon Web Services Cloud Practitioner Essentials by AWS
- Python for Data Science & AI Development by IBM
- SQL MasterClass : SQL for Data Analytics by Udemy