**DEVOPS SUPPORT ENGINEER**

**Akshat Kashyap**

**+1-437-230-0427 •**[**akshatkashyap786@gmail.com**](mailto:akshatkashyap786@gmail.com)

**Education**

**Postgraduate diploma in DevOps for cloud computing May 23 – Jan 25**

**Lambton College**

* Learned core concepts of cloud computing, DevOps, and IT infrastructure, emphasizing automation, scalability, and security.
* Gained proficiency in database design, networking, Windows & Linux server administration, and Python programming for real-world business applications.
* Studied virtualization technologies, cloud storage solutions, and containerization using Docker, Kubernetes, and CI/CD pipelines.
* Completed coursework on configuration management tools such as Ansible, Chef, and Puppet for efficient IT operations.
* Participated in team-based projects following agile methodologies and DevOps best practices.

**Bachelor of Technology in electronics and computer science Aug 18 – Aug 22**

**DAV Institute of Engineering and Technologies**

**Skills**

* Linux & Windows Server administration
* PowerShell, bash
* CI/CD (Jenkins, Travis CI)
* Programming (Python, TypeScript, Java)
* DevOps Applications
* computing (Genesys cloud)
* Networking (NAT, DNS, Firewalls, Routing, Load Balancing)
* Ansible
* Virtual Machines (AWS EC2, Google Compute Engine, VMware)
* Kubernetes (GKE, EKS, AKS)
* Software Development & API Integration
* Network Troubleshooting Tools (ping, netstat, traceroute)
* Automation Scripting
* REST API
* GCP, Azure, AWS Cloud platforms
* Web & Mail (HTTP, TLS, SMTP)
* GitLab/ GitHub actions
* TCP/IP Protocols, Infrastructure as a Code
* Terraform

**Relevant Experience**

**Technical support engineer Jan 22 – Feb 23**

**MeritHub Technologies**

* Provided advanced troubleshooting support for**Microsoft O365, SharePoint, and Teams,** resolving 95% of user issues within SLA timelines.
* Automated repetitive IT tasks using**PowerShell and Python scripts**, reducing manual effort by 30% and improving operational efficiency
* Managed and resolved network-related issues involving**VMware, LAN, Active Directory, firewalls, VPN protocols**, ensuring seamless connectivity for 500+ users.
* Administered **Windows Server, Active Directory, and Group Policy,** ensuring secure and efficient user access management.
* Collaborated with cross-functional teams to deploy and manage IT services using **Azure DevOps, GitHub, and JIRA,** improving system reliability by 25%.
* Provided technical support for **VoIP phone systems and Fax over IP (FoIP),** ensuring uninterrupted communication for clients.

**Applicant trainee Jul 22 – Sept 22**

**Byju's - The Learning Application**

* Assisted customers via email and chat with software, network, and access issues, achieving a 95% resolution rate and high customer satisfaction.
* Managed and prioritized service requests using**Zendesk**, ensuring timely resolution based on urgency and impact.
* Administered **Azure Active Directory and Microsoft Entra ID** for user provisioning, access control, and password management, ensuring ITIL compliance.
* Created detailed technical documentation for installation, configuration, and troubleshooting, improving internal knowledge sharing and reducing resolution times by 20%.
* Collaborated with cross-functional teams to enhance infrastructure, improving system reliability and customer satisfaction by 25%.
* Escalated complex technical issues to L2/L3 IT teams, ensuring effective problem resolution and minimal downtime.

**Additional experience**

**Customer experience associate Jul 23 - Present**

**Winners Merchant L.P.**

* Designed and implemented merchandise displays to enhance customer experience, contributing to a 15% increase in sales.
* Enforced loss prevention standards, minimizing theft and maintaining operational integrity.
* Maintained a clean and organized workspace, optimizing workflow and improving customer satisfaction.
* Delivered high-quality customer service, resolving issues promptly and professionally, leading to a 15% increase in customer satisfaction scores.
* Conducted security and surveillance operations, ensuring a safe and secure environment for customers and staff.

**Brand representative Jul 23 – Dec 23**

**Third Channel**

* Managed 4+ brands and created a diverse range of 100+ products, ensuring effective brand representation.
* Trained and motivated store teams in product knowledge and inventory management, boosting collaboration and performance.
* Delivered engaging product demonstrations, enhancing client satisfaction and product understanding.

**Sales associate May 23 – Aug 23**

**Endo Networks**

* Conducted creative product demonstrations at clients’ homes or business locations, tailoring guidance to customer needs and increasing repeat subscriptions by 20%.
* Developed and maintained strong customer relationships, fostering long-term client trust and loyalty.
* Guided clients in organizing user accounts and assisted with orders through the interface, ensuring accurate documentation of each sale.
* Managed events and activities to generate public interest and awareness of products, contributing to a 15% increase in brand visibility.
* Educated clients with limited digital literacy, providing comprehensive support on all aspects of the product and improving user adoption rates.

**Certifications**

* Terraform associate 003 (HashiCorp)
* CCNA (Cisco Certified Network Associate)
* Associate Cloud Engineer (AWS)
* DevOps foundation: Continuous integration/ continuous delivery (NASBA)
* The Python certification course (Udemy)
* AWS certified solutions architect (AWS)

**Academic projects**

**End-to-End Cloud automation with IaC & Kubernetes**

* Designed and implemented a fully automated CI/CD pipeline for infrastructure and application deployment using GitHub actions, Terraform, and Helm.
* Provisioned AWS resources like VPC, EKS, ECR, and S3 backend via Terraform, ensuring scalable infrastructure.
* Utilised Kubernetes, Helm, and Docker for containerized deployments and orchestration.
* Integrated Sonar Cloud for static code analysis and quality gates for best practices.

**Secure Node.js dashboard service**

* Developed Node.js-based login dashboard service through automated GitHub actions pipelines.
* Leveraged Docker for containerization and Trivy for scanning vulnerabilities.
* Initiated EC2 instances in development and production environments.
* Implemented a 3-stage pipeline: test, build, and deploy for improved code quality and efficiency.

**GitOps-driven WordPress application**

* Automated WordPress deployment in Kubernetes using GitOps for infrastructure management.
* Creates Kubernetes manifests and stores them in GitHub, including nginx, ingress, WordPress, and MySQL configurations.
* Configured Argo CD to auto-sync cluster state with GitHub repository, enabling self-healing deployments.