BHAKTA DAS

DEVOPS ENGINEER | TECHNICAL PROJECT MANAGER

Salt Lake, Sector III, Kolkata, West Bengal | bhaktadas12345@gmail.com | +91 8759591059

Versatile DevOps Engineer and Project Manager with 8+ years of experience in IT and ITeS. Skilled in managing CI/CD pipelines, cloud infrastructure (AWS/Linux), and Agile teams to deliver scalable, client-focused solutions. Proven ability to align business goals with technical execution, drive cross-functional collaboration, and ensure timely project delivery.

CORE COMPETENCIES

DevOps & CI/CD Pipeline Management
Cloud Infrastructure (AWS, Linux)
Agile (Scrum & Kanban) Methodologies
Technical Project Management
SDLC & Deployment Lifecycle

Team Leadership & Mentoring
Client Escalation & Service Delivery
SRS/PRS Documentation & Planning
Time & Budget Optimization
Stakeholder Engagement & Communication

PROFESSIONAL EXPERIENCE

IT & Devops Associate | The Clickology | Kolkata   **2023 - Present**

- Designed and maintained CI/CD pipelines using Git, GitHub Actions, and Docker, improving deployment efficiency by 40%.
- Deployed and managed cloud infrastructure (AWS EC2, S3, Route 53) for staging and production environments.
- Implemented automated backup, monitoring, and logging solutions to ensure high availability and fault tolerance.
- Supported full-stack developers with environment provisioning, Nginx configurations, and SSL setup.
- Maintained version control workflows and resolved merge conflicts to ensure smooth collaboration across teams.
- Performed system administration tasks including server updates, SSH key management, and firewall configurations.
- Troubleshot and resolved network and deployment issues across Linux-based systems to reduce downtime.
- Streamlined local-to-server synchronization using rsync, improving development turnaround time.

Project Manager | Ettikal Services | Dubai, UAE   **2021 - 2023**

- Led multiple projects using Agile (Scrum, Kanban) across varied technical stacks, ensuring on-time, within-budget delivery.
- Coordinated SDLC phases by translating client requirements into detailed SRS/PRS documents and collaborating with cross-functional teams.
- Managed developer workflows, estimates, and calendars in a fast-paced, continuous deployment environment.
- Resolved testing-phase issues by working with developers to analyze root causes and apply solutions.
- Improved infrastructure uptime (99.9%) via security enhancements and optimization of Linux and AWS-based servers.

Senior Support Associate | MyTasker | Kolkata   **2016 - 2021**

- Provided specialized virtual assistance on IT and website development projects, supporting cross-functional teams and increasing client engagement by 30%.
- Acted as a liaison between technical teams and clients, translating business requirements into actionable tasks and timelines.
- Managed and resolved over 128 high-priority client escalations with a strong focus on SLAs and service quality.
- Mentored junior associates, improving team efficiency and knowledge transfer, resulting in a 20% productivity boost.
- Successfully retained and upgraded clients through proactive support and structured project planning, contributing to a 25% increase in subscription revenue.

EDUCATION

Bengal Institute of Technology | Branch of Engineering: Information Technology   **June 2013 - June 2016**

TRAINING

Persuing Devops Professional Training from Webskitters Academy   **January 2025 - August 2025**