Mehul Patel

OpenSource Advocate, DevOps & Cloud Evangelist

My career goal is to build and grow skillful communities to advocate for OpenSource, DevOps and Cloud. I want to be a leader in this field, promoting the adoption of open-source technology and driving positive change.

Building Tech Communities Since 2015

Contact

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Address

Gandhinagar, India

Education

2015
Master in Computer Science
Pune University

2013
Bachelor in Computer Science
Pune University

Expertise

- DevOps
- Cloud Computing
- Product Management
- Infrastructure Management
- Team Management

Tools & Technologies

- Docker
- Kubernetes
- Jenkins
- Terraform
- Nagios
- Zabbix
- Jira
- Slack
- AWS
- GCP
- Grafana
- Ansible
- Linux
- Git
- Discourse
- Discord

Experience

March 2022 - AUG 2022

Zextras

Open Source Community Manager | DevRel - APAC

- Represent Zextras in the open-source community and help build a welcoming, inclusive, and supportive community environment for members from various backgrounds.
- Build and execute strategic plans for growing the community around the world.
- Find, attend, and speak at open source events and events for developers online and inperson events worldwide to share about Carbonio Community Edition.
- Identify and establish relationships with potential community members worldwide.
- Nurture the relationship with the most active community members worldwide.
- Become a well-known community representative to internal and external stakeholders.
- Understand which kind of content and activities are necessary to establish and grow the community and brief the team's colleagues.

Dec 2020 - Jan 2022

BookRyde, TH

Product Manager | CTO

- Collaborated on shaping BookRyde's vision and crafting the product roadmap.
- Conducted product demonstrations, offered technical advice, and provided internal teams with insights into existing features and upcoming additions
- Collaborated on product design alongside engineering, quality assurance, software development, and other technical teams.
- Assisted in establishing the Customer Success and Customer Support team at the local level.
- Engaged in team meetings with marketing, banking, and payment partners.

July 2019 - Jan 2022

Softpixel Co. Ltd.

Chief Technology Officer

- Drive a comprehensive understanding of customer needs and market dynamics to innovate technology solutions, fortify product offerings, and expand market presence.
- Evaluate potential partnerships and licensing avenues in collaboration with external entities, identifying opportunities to propel technological growth.
- Collaborate closely with cross-functional teams to shape the technology roadmap, define market strategies, cultivate user communities, and spearhead developer engagement programs.
- Conduct product demonstrations to key stakeholders, translating technological capabilities into tangible benefits for clients.
- Spearhead the definition of feature sets and requisite specifications in alignment with overarching business objectives.
- Strategically prioritize initiatives, leveraging business insights and customer impact assessments to drive innovation and growth.
- Lead and guide teams of engineers, steering the development, maintenance, and effective communication of technology and platform strategies at all organizational levels.

Core Strength

- Content Creation
- Social Networking
- Public Speaking
- Communication
- Community Management

I love doing

- Tech community organizing
- OpenSource Advocate
- Mentorship & coaching
- Evangelism
- Privacy Agent
- Advocate to building a better Internet.

Community Affiliation

- Mozilla Reps Council
- AWS Community Builder For Container
- Auth0 Ambassador - Auth0 by Okta
- Mozilla Reps Mentor
- Mozilla Reps Resource
- Google Developers Group - Nashik - Organizer
- Gujarat Identity and Security Meetup - Organizer
- Mozilla Pontoon - Manager

Speaking Engagement

- Developer Day Seattle 2022
- AppSec Days - Summer of Security
- Serverless Auckland
- OWASP New Zealand Day 2019
- Hackference India 2018
- OpenAlt 2018, Brno
- Mozilla Festival 2018, London
- AllThingsOpen 2018, USA
- ServerlessDays Milano & Auckland
- OWASP AppSec Israel 2018
- DevConfIN 2018

Certification

- AWS Certified Solutions Architect - Associate
- Associate Cloud Engineer - Google Cloud
- AWS Certified DevOps Engineer – Professional
- Professional Cloud Architect - Google Cloud
- Cloud Engineering with Google Cloud

Language

- **English**
- **Gujarati**
- **Hindi**
- **Marathi**

Experience

April 2018 - July 2019
Zimbra

Developer Relations - Product

- Educating and empowering our partners to deliver
- Resolve customer technical issues through diligent research, reproduction, and troubleshooting
- Creating webinars, internal tutorials and other communications that support technical teams using FutureLearn
- Execute incident management and escalation procedures
- Document all technical inquiries, and develop and review content for knowledgebase articles
- Contribute to the engineering roadmap through customer advocacy work in one of four verticals: Compute, Networking, Storage, or Developer Experience
- Technical Advocate for customer to help improve the satisfaction of key customers.
- Assist with alpha and beta testing of internal products
- Identify and communicate process improvement suggestions
- Respond to tickets generated by our customers in a timely manner that accurately addresses and resolves the problem

Oct 2016 - April 2018
Zypher

Senior Technical Consultant

- Interact with clients and project teams to plan and develop project work.
- Ensure that the project team works according to project scope and timelines
- Participate in beta testing of software releases to help drive product quality.

Dec 2013 - Sept 2016
The Design Shop

Technical Consultant

- Designing and implementing new features and functionality.
- Ensuring high-performance and availability, and managing all technical aspects of the CMS
- Evaluate, monitor, and review the installation to minimize the technical issues and provide immediate resolutions to the team and clients.
- Schedule client meetings and team meetings regularly to discuss project updates and issues and Respond to client's questions and concerns in a timely manner.
- Monitoring development activities and reporting project progress and providing technical guidance, support to the project team for delivering and implementing the project as per scheduled milestones.
- Develop test automation frameworks in collaboration with the rest of the team Create tools to help teams make the most out of the available infrastructure.

Nov 2012 - Nov 2013
Persys Web Technologies

Technical Support Engineer

- Building servers with required packages and control panels with Operating Systems like Red Hat, CentOS, and Cloud Linux.
- To do all the supporting tasks that are included, but not limited to code deployment, managing source control systems, virtual servers, scripting, etc.
- Do monitor with tools like Zabbix which give you the notification of each service and then need to acknowledge it.

July 2012 - Oct 2012
Tecsys Solutions Pvt. Ltd

Customer Service Representative

- Update & Develop static websites for Google clients.
- Setup, verify & configure Google Apps, Analytics
- Optimization the system, network and automating the tasks (cronjob)
- Investigate and troubleshoot the queries regarding DNS, emails, websites, etc.