

# VISHNU EDLA

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## SUMMARY

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Results-driven Cloud and DevOps Engineer with 4+ years of experience designing, implementing, and managing scalable cloud infrastructure across Azure, AWS, and Kubernetes ecosystems. Proven expertise in CI/CD pipeline architecture, infrastructure automation, database optimization, and cost reduction while maintaining 99.9%+ uptime. AWS Certified Cloud Practitioner with a track record of improving system efficiency, reducing operational costs, and implementing enterprise-grade monitoring and incident response protocols.

## SKILLS

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- **Cloud Platforms:** Azure, AWS, GCP
- **Containerization & Orchestration:** Kubernetes, Docker, AKS, ArgoCD
- **CI/CD & DevOps Tools:** Jenkins, GitHub Actions, Terraform
- **Databases:** PostgreSQL, MySQL
- **Monitoring & Observability:** Dynatrace
- **Scripting & Automation:** Python, Bash
- **Operating Systems:** Linux
- **Protocols & Security:** SMTP, POP3, IMAP, SPF, DKIM, DMARC

## PROFESSIONAL EXPERIENCE

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### DevOps Engineer

Aug 2024 – Present

*Assort Staffing Services | Hyderabad*

- Architected and maintained Azure Kubernetes Services (AKS) infrastructure for 15+ mission-critical applications with 99.9% uptime SLA.
- Executed zero-downtime data migration of 8 microservices from Azure to GCP, ensuring data integrity and no business disruption.
- Automated Docker image build pipeline with security scanning, reducing deployment time by 60%.
- Implemented Dynatrace-based monitoring, reducing MTTR by 45% and preventing 12+ production incidents.
- Established cross-functional incident response protocols, achieving 95% first-contact resolution rate.
- Led UAT and production onboarding with comprehensive load testing, reducing post-deployment issues by 80%.
- Conducted capacity planning and cost optimization, identifying \$120K+ in annual cloud savings.

### Cloud Support Engineer

May 2023 – Aug 2024

*TeamWear Solutions (Microsoft Contractor) | Hyderabad*

- Provided tier-3 support for 50+ Azure PostgreSQL and MySQL databases, resolving 200+ critical issues with 98% resolution rate.

- Optimized database performance through query analysis and index tuning, improving efficiency by 35% and reducing CPU usage by 40%.
- Conducted RCA for 30+ incidents and implemented preventive measures, reducing recurrence by 75%.
- Managed zero-downtime migration of 15+ on-premises databases to Azure using pg\_dump and custom Python scripts.
- Executed major version upgrades for PostgreSQL and MySQL across 20+ production environments with zero downtime.

## Technical Associate

Jun 2021 – Feb 2023

*United Online Inc | Hyderabad*

- Delisted 100+ company IPs from major blacklists, improving email deliverability from 65% to 98%.
- Resolved 500+ phishing and spam threats, protecting 10K+ customer accounts and preventing \$50K+ in fraud losses.
- Achieved 95% first-contact resolution for email issues, reducing resolution time from 8 hours to 2 hours.
- Expert in SMTP, POP3, IMAP, SPF, DKIM, DMARC; consulted on 20+ complex email architecture issues.
- Implemented filtering rules to reduce spam incidents by 40% and improve user experience scores by 35%.

## EDUCATION

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### BSc in Computer Science

Indian Institute of Management and Commerce, Osmania University

CGPA: 8.1/10 | Hyderabad, Telangana

### AWS Restart Graduate Program

## CERTIFICATIONS

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- AWS Certified Cloud Practitioner
- Microsoft Azure Fundamentals

## PROJECTS

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### GitHub-Jira Integration (Python Flask)

Developed a Flask application integrated with GitHub webhooks, containerized using Docker, and deployed on Azure VM with HashiCorp Vault for secrets management. Reduced manual overhead by 80%.