

# Dhruv Mehul Shah

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[LinkedIn](#)

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[Portfolio](#)

[Dallas, TX](#)

## Summary

Technical professional with experience in linux, cloud technologies, automation, and networking. Skilled in implementing scalable solutions using AWS, CI/CD pipelines, and Infrastructure as Code. Experienced in troubleshooting, process automation, and delivering exceptional technical support. Passionate about problem solving and continuous learning.

## Technical Skills and Certifications

**DevOps:** AWS, Azure, Terraform, Ansible, GitHub, CI/CD, Docker, Kubernetes, Prometheus, Grafana  
**Network:** TCP/IP, DNS, DHCP, VLAN, NAT, VPN, HTTP/S, SSH, SSL/TLS, OSPF, BGP, Firewall  
**Language/OS:** Python, Bash, YAML, Git, Linux (Ubuntu, CentOS, RHEL), Windows  
**Certifications:** AWS Certified Solutions Architect, Microsoft Certified Azure Administrator (AZ-104), LPI Certified Linux Essentials, HashiCorp Certified Terraform Associate (003)

## Experience

### Tosibox Inc

Technical Support Engineer

[Dallas, TX](#)  
Nov 2024 – Present

- Provide advanced technical support for Tosibox's secure OT networking solutions, troubleshooting complex hardware, software, and network issues for global clients, achieving a resolution rate 90% + first call.
- Conduct testing of new features and products, identifying bugs and usability issues, and providing detailed feedback to the design and development teams to improve product quality.
- Configure and maintain secure remote access solutions, including VPNs and firewalls, ensuring compliance with industry security standards and seamless connectivity.
- Develop and maintain technical documentation, knowledge base articles, and training materials to improve team efficiency and improve customer satisfaction.

### Arrowtek Technologies LLC

Network Engineer

[Dallas, TX](#)  
Jul 2024 – Oct 2024

- Configured and maintained AWS infrastructure, ensuring 99.9% availability with DNS, DHCP, VPNs, and VLANs.
- Automated provisioning of the network with Terraform and Ansible, reducing deployment time by 40% and improving consistency.
- Designed and implemented monitoring solutions using Prometheus and Grafana, reducing downtime by 25%.
- Created detailed network documentation, improved team collaboration, and reduced troubleshooting time by 20%.

### GSK Solutions Inc

DevOps Engineer Intern

[Dallas, TX](#)  
Sep 2023 – Jun 2024

- Built CI/CD pipelines using Jenkins and GitHub Actions, improving deployment frequency by 30%.
- Automated AWS infrastructure provisioning with Terraform, enhancing scalability and reducing manual errors.
- Implemented monitoring and alerting systems (Prometheus, Grafana), improving reliability by 20%.
- Authored documentation for cloud setups, CI/CD pipelines, and DevOps processes for knowledge sharing.

### Southern Methodist University

Teaching Assistant

[Dallas, TX](#)  
Jan 2022 – May 2023

- Instructed students in 'Introduction to Networks and Network Protocols', providing hands-on guidance with Linux troubleshooting and network configurations, and consistently earning a 4.8/5 student satisfaction rating.

## Projects

### Cloud Resume: Serverless Website

Built a serverless resume website using AWS (S3, Lambda, API Gateway, DynamoDB) and Terraform for IaC, with Cloudflare for CDN and DNS management.

### Kubernetes Cluster Monitoring

Built a Kubernetes monitoring solution using Prometheus and Grafana. Configured custom dashboards to track resource usage and application performance, reducing downtime by 30%.

### TerraTowns Web App and Terraform Provider

Developed TerraTowns, a web app with a custom Terraform provider for cloud resource management. Built using Flask, PostgreSQL, and Docker for containerization, enabling efficient and user-friendly resource provisioning.

### Virtualization and Network Analysis

Deployed ESXi hypervisors to manage CentOS & Ubuntu VMs, showcasing virtualization expertise. Designed and analyzed network topologies using Wireshark and Ping Plotter, demonstrating strong troubleshooting and network analysis skills.

### Automation Scripts for Linux Environments

Developed Bash scripts to automate Linux tasks like system backups, log management, and disk space monitoring, improving efficiency by reducing manual intervention and streamlining processes.

## Education

### MS - Network Engineering, Southern Methodist University

[Dallas, TX](#)  
Relevant coursework: Advanced Cloud Engineering, Routing & Switching, TCP/IP Network Administration, DevOps, Network Protocols, Advanced Network Design, Data Center for Network Engineers

### BE - Electronics & Telecommunication Engineering, University of Mumbai

[Mumbai, India](#)