





Divya NVK Devops & Cloud Engineer

 nvkdivya646@gmail.com

 +91 9361424618

 RR Construction, Positive Vibes, No:7, C1 Flat, Veerapandiya Kattabomman Street, Perungudi, Chennai - 600096

 linkedin.com/in/divya-nvk-a8359530b

 github.com/Divya-eng-hub

Profile

Accomplished DevOps/Cloud Engineer with 8 years of experience overall and 2+ years relevant, spearheading cloud initiatives that reduced deployment times by 30% using Azure and Kubernetes. Expertise in AWS, Docker, and Terraform to optimize application delivery and secure infrastructure. Adept in managing cloud environments while ensuring optimal cost and performance, securing accolades for process innovation.

Professional Experience

Senior Project Engineer Payoda Technologies

Oct 2021 – Apr 2024
Chennai, India

- Streamlined build and release cycles by collaborating with product owners, employing CI/CD tools such as Jenkins and Gitlab, resulting in increased deployment efficiency.
- Led cloud infrastructure management on AWS and Azure, utilizing Terraform for resource provisioning, and achieved a 20% reduction in setup time.
- Automated infrastructure tasks using Python scripting, optimizing virtual machine management and branch creation, which improved task resolution time by 30%.
- Deployed Docker containers for microservices, enhancing developer workflows and accelerating system scalability by 25%.
- Implemented and managed network security measures such as WAF, Firewalls, and DNS management through Cloudflare, fortifying the security framework. Coordinated with development, testing, and support teams on daily Git operations, ensuring seamless integration across three development teams managing multiple releases.

Senior Process Expert Maersk Global Services

Sep 2015 – Oct 2016
Chennai, India

- Led the analysis and resolution of dispute cases, achieving a 90% success rate in fair dispute settlements by closely coordinating with the front office and IT departments.
- Improved process efficiency by implementing new IT-driven process enhancements, resulting in a 25% reduction in dispute resolution time.
- Supervised team productivity by allocating work assignments and preparing detailed performance reports, boosting team efficiency by 10%.
- Facilitated stakeholder meetings to ensure clear communication and alignment with company core values, contributing to the overall client satisfaction scores.

- Allocate work assignments, plan rosters, and prepare team productivity reports.
- Identify and fix root causes of disputes to prevent recurrence, including IT system issues.
- Amend processes in core systems when accepting customer claims.

Senior Process Executive Infosys Pvt, Ltd

Jun 2010 – May 2014
Bangalore, India

- Implemented process improvements for SKU updates and CRP reports, enhancing accuracy and timeliness in collaboration with internal teams.
- Monitored software performance and client satisfaction, providing actionable insights that improved client satisfaction scores.
- Established strong communication channels with clients, addressing requirements and delivering tailored solutions to improve engagement.
- Maintained detailed documentation of updates and client interactions, enforcing company core values and supporting transparency.

Education

Fatima College (Autonomous) Affiliated by Madurai Kamaraj University BA in English Literature

Jun 2007 – Apr 2010
Madurai, India

Skills

- TECHNICAL SKILLS: Operating System - Windows & Linux, Cloud Expertise - AWS & Azure, CI Tool - Jenkins & Gitlab, Configuration Tool - Ansible, Infrastructure as a Code - Terraform, Monitoring Tool - CloudWatch, Virtualization Tool - Docker & Kubernetes, Scripting Language - Python, Database - Postgres, Version Control - GIT LAB, Build Tool - Bitbucket
- FUNCTIONAL SKILLS: • Continuous integration/Continuous delivery • Containerization and Orchestration • Infrastructure Automation • Monitoring and Logging • Configuration Management • Version Control & Collaboration • Cloud Management • Troubleshooting and Debugging

Projects

Cloud Computing - AZURE

Oct 2024 – Dec 2024

PROJECT SCOPE: Create a web application, which is highly available in multiple regions, secure from web attacks, load balanced across regions using Application Gateway.

Certificates

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| • Cloud Computing, GUVI - Indian Institute of Technology, Madras (IIT) | • AZURE, GUVI - Indian Institute of Technology, Madras (IIT) | • GIT, GUVI - Indian Institute of Technology, Madras (IIT) |
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Languages

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| • English - Proficient | • Tamil - Proficient | • German - Basic A1 |
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