

GOVIND PARSHAD

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[GitHub](#) | [LinkedIn](#)

PROFILE SUMMARY

DevOps and Cloud Automation Engineer with hands-on experience designing, deploying, monitoring, and scaling cloud-native applications. Skilled in Kubernetes, Docker, Terraform, CI/CD pipelines, observability stacks and automation using Python and Ansible.

TECHNICAL SKILLS

- **Programming & Tools:** Python, SQL, Bash
- **Cloud & DevOps:** AWS (EC2, VPC, IAM, S3, Security Groups), Microsoft Azure, Terraform, Ansible, Jenkins, GitHub Actions
- **Containers & Orchestration:** Docker, Kubernetes (EKS, Kind), Helm
- **Libraries:** Pandas, NumPy, Scikit-learn, Flask, Selenium
- **Networking & Databases:** VPC, Subnets, Load Balancers, IAM, DNS basics, MySQL
- **Monitoring & Observability:** Prometheus, Grafana, Alertmanager, OpenTelemetry, Jaeger, ELK / EFK (foundational understanding)

EXPERIENCE

Associate Consultant (Business Process) | SAP Concur | Oct 2024 – Present

- Designed and implemented CI/CD pipelines for internal innovation projects improving deployment consistency.
- Automated key business workflows through Python scripts, RPA tools, and API integrations, reducing manual operations across teams.
- Managed SAP BTP accounts including role provisioning, access governance, and secure environment configuration.

PROJECTS

Kubernetes Observability Stack with OpenTelemetry (OTEL) | [GitHub](#)

- Deployed a full microservices-based OpenTelemetry demo onto a Kind Kubernetes cluster, enabling a complete observability workflow.
- Configured Prometheus, Grafana, Jaeger, and the OpenTelemetry Collector for centralized metrics, logs, and tracing.
- Resolved Kubernetes issues including service discovery, namespace isolation, ConfigMap mounting, and selector mismatches.
- Provisioned Grafana dashboards and Prometheus scraping rules for real-time system monitoring.

AWS Monitoring Infrastructure using Terraform & Ansible | [GitHub](#)

- Automated provisioning of AWS VPC, EC2, subnets, and security groups using modular Terraform configurations.
- Configured Prometheus, Grafana, and Alertmanager using Ansible for monitoring and alerting pipelines.
- Implemented automated email alerts for EC2 downtime, CPU spikes, and memory usage thresholds.
- Designed Grafana dashboards to improve observability and reduce manual monitoring by 90%.

Salesforce Case Triaging Automation – AI + API Integration

- Automated Salesforce case processing using AI models and RPA workflows.
- Built CI/CD pipelines for model deployment using SAP Continuous Delivery Service.
- Reduced manual triaging workload by 90% while improving accuracy and efficiency.

EDUCATION

Bachelor of Engineering in Computer Science

Chandigarh University, India | CGPA: 7.9 | Aug 2020 – May 2024

CERTIFICATIONS

- Certified GenAI Developer – [SAP](#)
- Certified Enterprise Architectural Management Consultant – [SAP](#)
- 5-Star SQL Coder – Hacker Rank