

Neelay Goswami

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Professional Summary

- DevOps Engineer with 3+ years of experience building and scaling cloud-native infrastructure, automating CI/CD pipelines, and ensuring high availability for mission-critical systems (500K+ Daily Active Users). Proven expertise in cloud platforms (AWS, Azure), container orchestration (Kubernetes), and observability tools (Datadog, Prometheus, PagerDuty, Elastic Stack). Passionate about creating resilient, fault-tolerant systems, managing incident response, and improving service reliability using SLOs and error budgets. Adept at mentoring teams, driving automation-first culture, and leading cross-functional initiatives in distributed, async environments.

Work Experience

DevOps Engineer, Eco-online Global, Canada

Jan 2024 – Present

- Maintained **24/7 on-call support** for production systems using **PagerDuty** and **StatusCake**, resolving 95% of P1 incidents within SLA and improving system **uptime to 99.9995 %**.
- Defined and maintained **SLOs/SLIs** for critical services, leveraging **Datadog** to reduce MTTR by 40%. Led RCA and incident reviews, ensuring systemic fixes and continuous learning.
- Migrated 5 applications from Azure to AWS which helped saved company **10%** on annual billing cost. Also, this helped terraforming the whole infrastructure.
- Designed and implemented end-to-end infrastructure on AWS, including domain registration, **DNS** configuration using **Route 53**, and traffic routing through **Application Load Balancer (ALB)**.
- Designed network infrastructure for multiple applications in **AWS**, ensuring secure, scalable & highly available.
- Migrated database applications from on-premises servers to **Amazon RDS** for SQL Server, improving performance, scalability, and operational efficiency.
- Integrated **OAuth 2.0 and SAML-based authentication** with Azure AD for secure access control in multi-tenant applications, improving compliance and reducing login-related incidents.
- Designed and deployed **highly available and fault-tolerant architectures** across **AWS and Azure**, ensuring **zero downtime during failovers** and supporting regional disaster recovery strategies.
- Migrated a monolithic VM-based application to AWS's **Elastic Kubernetes Service (EKS)** using Terraform. Which reduced **manual maintenance time by 45%** and release cycle duration by **30%** through containerized deployment.
- Trained and mentored **6+ new team members**, leading workshops on **automation best practices**, infrastructure-as-code, and cloud security—enhancing overall team productivity and onboarding speed.
- Deployed a **multi-tier firewall solution** using **Azure Firewall + Cloudflare Zero Trust**, improving **penetration test security scores by 20%** and hardening perimeter defense for all internet-facing services.
- Developed a **custom platform tool** enabling Dev teams to **spin up new development environments** and **restore sanitized production clone data** on demand. This solution reduced manual environment setup and data provisioning tasks by **20%**, significantly improving team efficiency and accelerating onboarding and testing cycles.

Junior DevOps Engineer, Eco-Online Global, Canada

Sept 2022 - Dec 2023

- Improved Application Monitoring by Setting up & Configuring DataDog across Web-Server, SQL VM & Kubernetes Cluster
- Designed and implemented a **secure and scalable network infrastructure from the ground up** in Azure, including **subnet architecture, network security groups, routing tables, private DNS zones, Azure Firewalls, Front Door, custom DNS records, and load balancer configurations**—ensuring high availability, performance, and security across all environments.
- Automated **infrastructure provisioning and lifecycle management** using **Terraform**, enabling **scalability, environment consistency, and rapid deployment** across multi-cloud environments (Azure & AWS).
- Led **CI/CD pipeline design and optimization** using **Octopus Deploy** and **Azure DevOps**, accelerating **software delivery by 60%** and reducing **issue resolution time by 25%** through automated testing, release orchestration, and deployment workflows.
- Reduced **build pipeline execution time by 30%** by streamlining build stages, implementing parallel tasks, and optimizing build cache—resulting in faster feedback cycles and reduced resource consumption.
- Developed internal tool to **clean up unused cloud resources** (e.g., orphaned storage, idle VMs), leading to **20% savings** in hosting costs related to **storage and CPU utilization**.

DevOps Engineer Co-op, Alcumus Group Limited, Canada

May 2022 – Aug 2022

- Developed a **keyword-triggered CI/CD pipeline automation system** integrated with **Microsoft Teams**, using **Terraform**,

Power Automate, and **Azure Virtual Machines**. This enabled developers to launch infrastructure tasks directly from chat, streamlining workflows and reducing manual intervention.

- Reduced provisioning time for **Variable Groups, Environments, Kubernetes service connections, and CI/CD pipelines by 50%** by combining **Terraform-based IaC** with **Robotic Process Automation (RPA)** using **Power Automate**.
- Developed and maintained **Helm charts** to deploy a **MERN stack application** using a **microservices-based architecture** on Kubernetes, enhancing modularity, scalability, and maintainability of application components.

Software Engineering Intern, Softvan, India

May 2019 – Apr 2020

- Developed a **full-stack application** for human movement analysis using **React (Frontend)** and **Flask (Python Backend)**.
- Integrated a **pretrained deep learning model** capable of detecting **18 key human body points** to identify limbs and joints in real time.
- Utilized **OpenCV** for visualizing model outputs and built a custom algorithm to **calculate real-time angles between joints and muscles**, enabling form correction and movement analysis for workout optimization.

Technical Skills

- **Cloud Technologies:** Azure, Aws, Digital Ocean
- **Database Application, Data Cleaning:** MongoDB, MySQL Workbench, Neo4j, AWS RDS, Cloud SQL, IBM Cognos, Redis
- **Infrastructure As Code:** Terraform, Ansible
- **Security Tools:** Azure Firewall, Windows Application Firewall, Cloud Flare Zero Trust
- **Containerization & Orchestration:** Docker, Kubernetes, Helm, Lens
- **Monitoring, Observability & Alerting:** DataDog, Prometheus, Elastic Stack (Elasticsearch, Kibana, Logstash, Beats) Grafana, Status Cake, PagerDuty
- **CI/CD Tools:** ArgoCD, Azure DevOps, Octopus Deploy, GitLab CI, Github Actions
- **Programming/Scripting Languages:** Java, Python, JavaScript, HashiCorp Config Language, PowerShell Script, SQL
- **Web Frameworks and Testing:** ReactJS, AngularJS, Flask, NodeJS, ExpressJS, RESTAPI, Postman, Junit
- **Automation/ Network Analysis Tools:** PowerAutomate, Wireshark, tcpdump
- **Team Collaboration:** Git, Jira, Confluence, Maven, Power Automate, Wireshark
- **Operating System:** Windows, Linux, MacOS
- **Software Development Methodologies:** SOLID Principles, Programming Design Pattern, Agile, Test-Driven Development

Education

Master of Applied Computer Science, Dalhousie University

Jan 2021 - Sept 2022

GPA: 4.05/4.30

Halifax, Nova Scotia, Canada

- **Courses:** Software Development Concepts, Advanced Topics in Software Development, Serverless Data Processing, Advanced Topics in Cloud Computing, Data Management, Warehousing, Analytics, Network Security, Advance Web, Privacy & IT.

Bachelor of Engineering in Computer Engineering, Gujarat Technological University

Aug 2016 - Aug 2020

GPA: 8.70/10.0

Ahmedabad, Gujarat, India

Certifications

- **Certified Kubernetes Administrator (CKA) from The Linux Foundation** **Feb 2024**
- **Architecting on Aws from AWS** **Nov 2023**