Shivam Kumar Pandey
DevOps Engineer | Cloud & Automation Specialist

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Professional Summary

A results-driven **DevOps Engineer** with over **7+ years of experience** specializing in **cloud architecture**, **infrastructure automation**, and **continuous integration & deployment (CI/CD)**. Highly skilled in architecting, deploying, and managing scalable cloud environments with **AWS, Azure, Hetzner** services, including **EC2**, **S3**, **RDS**, **Lambda**, **CloudFormation**, **IAM**, and more. Expertise in leveraging cloud-native tools and infrastructure-as-code (IAC) technologies like **Terraform**, **Ansible**, and **CloudFormation** for end-to-end automation and continuous delivery pipelines. Proven track record of optimizing cloud costs, improving operational efficiency, and enhancing system reliability.

- **AWS Cloud & Infrastructure Expertise:** Proficient in architecting, deploying, and managing scalable cloud environments using AWS EC2, RDS, S3, Lambda, CloudFormation, and other AWS services.

- **Monitoring & Incident Management:** Expertise in migrating legacy monitoring infrastructure to Prometheus and Grafana, providing enhanced observability, and streamlining incident response with PagerDuty and Prometheus Alert manager.

- **Automation & Scripting:** Extensive experience automating infrastructure provisioning, deployment pipelines, and configuration management using Terraform, Ansible, Jenkins, and Python scripting.

- **Docker & Kubernetes:** Hands-on experience with containerization using Docker and orchestrating containerized workloads with Kubernetes, enhancing deployment efficiency and scalability.

Key Skills & Technologies

- **Cloud Platforms: AWS, Azure**

- **Cloud Services: EC2, RDS, S3, EBS, Lambda, CloudFormation, VPC, IAM, Elastic Load Balancing (ELB), ECS, EKS,**

- **Automation & Configuration Management: Terraform, Ansible, CloudFormation, Puppet**

- **CI/CD Tools: Jenkins, GitLab CI, TeamCity, Maven, Ant, Git**

- **Containerization & Orchestration: Docker, Kubernetes, ECS, EKS, Helm**

- **Monitoring & Observability: Prometheus, Grafana, CloudWatch, PagerDuty**

- **Scripting & Programming: Python, Shell Scripting, PowerShell**

- **Version Control & SCM:** Git, SVN, Bitbucket

- **Databases:** MySQL, PostgreSQL, MongoDB

- **Web Servers:** Apache, Nginx, Tomcat

Professional Experience

DevOps Engineer | Concentrix

Client: Proofpoint | Duration: July 2024 – Present

- **Migration of monitoring infrastructure from Nagios to Prometheus & Grafana, streamlining alerting, and visualization for high availability and operational efficiency.**

- **Automated the creation of AWS environments using Terraform and CloudFormation, enabling Infrastructure as Code for faster and scalable provisioning.**

- **Configured AWS CloudWatch, Prometheus, and Grafana dashboards to monitor key performance metrics for critical applications and ensure optimal system health.**

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DevOps Engineer | Synechron Technologies

Client: Citibank | Duration: June 2023 – June 2024

- **Code Deployment in AIX & UNIX Servers:** Hands-on experience with code deployment across AIX and UNIX servers for Agile projects, integrating release management activities to streamline deployments across multiple environments.

- **Worked at Citibank, contributing to large-scale projects and solutions in a high-performance, global environment.**

- **Automation of Code Deployment:** Automated code deployment on bulk Agile Unix servers using TeamCity, Maven, Eclipse, and Unix Shell scripts, reducing manual efforts and increasing deployment speed.

- **Middleware Integration (TIBCO):** Managed and automated the deployment and operation of TIBCO middleware services, ensuring smooth integration between applications and seamless communication within the enterprise.

- **Release Management and Change Automation:** Led the automation of release processes and configurations for multiple Agile teams, optimizing change management through ServiceNow, Autosys, and Starfleet.

- **Unix & Web Server Configuration:** Procured and configured Unix application servers and Apache Web Servers, setting up and optimizing environments for scalable deployment on Citi's private cloud infrastructure.

- **Incident, Change & Problem Management:** Applied ITIL concepts to drive improvements in Incident Management, Change Management, and Problem Management in a highly regulated environment, ensuring optimal service availability and performance.

DevOps Engineer | Symphony Fintech Pvt Ltd

Duration: August 2022 – May 2023

- **Cloud Infrastructure Management & Optimization:** Architected and managed highly scalable and secure cloud environments using AWS EC2, RDS, VPC, IAM, ensuring high availability and robust security standards for trading systems and financial applications.

- **Cost Optimization:** Implemented auto-scaling strategies for EC2 instances and leveraged AWS Cost Explorer and EC2 Reserved Instances to minimize infrastructure costs while maintaining performance and scalability across production environments.

- **Automation & Provisioning:** Automated the provisioning of EC2 instances and environment scaling using Python and Terraform, resulting in quicker resource allocation and seamless infrastructure scaling in response to business requirements.

- **Application Migration:** Led the migration of mission-critical applications from on-premises to AWS, ensuring minimal downtime and a smooth transition using AWS Migration Hub and AWS DMS (Database Migration Service) to reduce operational overhead and achieve cost savings.

- **Leadership & Team Collaboration:** Led a DevOps team in daily stand-ups, where I initiated calls, assigned tasks, and ensured the timely delivery of DevOps projects. Facilitated smooth collaboration across teams and streamlined issue resolution to ensure operational efficiency.

- **Monitoring & Incident Management:** Integrated Grafana for real-time monitoring of infrastructure and application health, providing comprehensive visualizations and proactive alerts for critical AWS EC2, RDS, and EBS resources. This allowed the team to proactively resolve issues before they impacted production systems.

- **Django Python Project Development & Monitoring:** Worked on the development and monitoring of Django-based projects, particularly for the XTS Monitor resource management system, ensuring high availability and performance of key financial applications. Implemented monitoring dashboards for infrastructure health and transaction performance in Grafana.

- **CI/CD Integration:** Led the setup of Jenkins pipelines for automated builds, tests, and deployments for the trading platform's components, ensuring seamless integration and delivery for the Django-based application. Collaborated with development teams to optimize CI/CD pipelines and reduce release cycles.

- **Incident Response & Continuous Improvement:** Worked closely with engineering teams to address and resolve infrastructure incidents quickly, utilizing tools like PagerDuty and Prometheus Alert manager to ensure rapid issue identification and resolution.

- **Collaboration & Stakeholder Management:** Worked with key stakeholders to understand business requirements, translated them into technical solutions, and delivered robust cloud architecture and automation solutions that supported Symphony Fintech's growth.

DevOps Engineer | Foray Software Pvt Ltd

Client: Tata Consulting Services (TCS)
Duration: September 2021 – July 2022

- **Cloud Infrastructure & Automation:** Provided DevOps support across multiple environments, including AWS EC2, RDS, and S3, automating deployment processes and provisioning infrastructure using Terraform, Jenkins, and AWS CloudFormation.

- **Configuration & Build Management:** Provided Configuration Management (CM) and Build support for more than 5 different applications, ensuring the build and deployment pipeline was smooth for both production and lower environments. Coordinated the development lifecycle across teams, from code check-in to deployment.

- **Release Management & Process Definition:** Defined, implemented, and continuously improved CM and Release Management processes, policies, and procedures to ensure smooth, repeatable deployments and reduced manual intervention.

- **CI/CD Integration:** Integrated TeamCity into the Continuous Integration (CI) environment, along with Jenkins and Bitbucket, enabling seamless automation and version control for deployment pipelines. Enabled consistent, automated code builds and deployments.

- **Source Code Management:** Implemented a GIT mirror for the SVN repository, providing flexibility for users to work with both Git and SVN, allowing seamless transition and hybrid workflows across teams. Extensively worked on GIT for source code management.

- **Build Automation:** Automated the build process using Jenkins, writing PowerShell and ANT/Maven scripts for creating and managing builds. This helped streamline the process and reduce manual effort in handling complex builds and deployments.

- **Deployment Troubleshooting:** Worked closely with development teams to troubleshoot and resolve issues related to build deployments and installation. Automated troubleshooting tasks to resolve issues faster and improve overall deployment efficiency.

- **System Monitoring:** Installed and configured Nagios for comprehensive monitoring of network bandwidth and hard drive status. Ensured system health and reliability by actively monitoring infrastructure performance and setting up proactive alerts for any anomalies.

- **JIRA & Version Control Integration:** Integrated JIRA and Subversion using Pre-commit hooks to ensure the process was followed correctly and streamlined issue tracking. Automated JIRA workflows to integrate seamlessly with the development lifecycle, enhancing collaboration.

- **Linux System Administration:** Performed critical Linux disk management, patch management, and package administration. Managed Linux systems using rpm and yum through RHN Satellite and subscription manager, ensuring secure and optimized systems.

- **Release Automation:** Worked to automate deployment processes and reduce the time required to deploy updates to the production environment, significantly improving time-to-market for the client.

System Admin | Blue Apple Technology, India

Duration: Dec 2020 – Sep 2021
Client: Blue Apple Technology, India

Job Responsibilities:

- **Cloud Infrastructure Management:**

  - **Azure Compute: Administered Azure Virtual Machines (VMs), Azure App Services, and Azure Functions for hosting and scaling applications, ensuring high availability and performance.**

  - **Azure Storage: Managed Azure Blob Storage, Azure Files, Disk Storage, and Data Lake for efficient data storage solutions, implementing data security policies and backup strategies.**

  - **Azure Networking: Configured and optimized Azure Virtual Networks (VNETs), Load Balancers, Azure Application Gateway, Azure VPN Gateway, and Azure Traffic Manager to ensure reliable connectivity, traffic routing, and secure access across cloud resources.**

  - **Azure Identity & Security: Implemented Azure Active Directory (AAD) for identity management, configured Role-Based Access Control (RBAC), and utilized Managed Identities for secure resource access. Integrated Azure Key Vault for storing and managing secrets, keys, and certificates securely.**

- **AWS Cloud Infrastructure:**

  - **AWS EKS (Elastic Kubernetes Service): Designed, implemented, and managed Kubernetes clusters using AWS EKS, ensuring efficient container orchestration, scaling, and management of microservices-based applications.**

  - **CI/CD Pipelines for Kubernetes: Developed and maintained CI/CD pipelines for AWS EKS, automating the entire process of deploying containerized applications using tools such as Jenkins, Docker, and Helm.**

  - **Monitoring and Logging for Kubernetes on AWS: Implemented Prometheus and Grafana for monitoring Kubernetes clusters on AWS EKS, and configured centralized logging solutions using AWS CloudWatch and ELK Stack for comprehensive insights into application health and performance.**

  - **AWS Storage and Persistence: Managed persistent storage solutions in AWS, such as EBS and EFS, ensuring data persistence across containerized applications within Kubernetes clusters.**

- **Web Application Deployment & Management:**

  - **Odoo: Installed and configured Odoo ERP system on both AWS and Azure cloud environments. Optimized the configuration for better performance and scalability, managed Odoo modules, and integrated Odoo with other cloud-based applications.**

  - **Laravel: Deployed Laravel applications on Apache and Nginx servers in cloud environments. Managed database configurations, optimized application performance, and configured load balancing for high-traffic applications.**

- Drupal: Managed the deployment and maintenance of Drupal sites in AWS EC2 instances and Azure environments, handling configurations, module installations, and system optimizations to ensure uptime and performance.

- WordPress: Managed WordPress instances in cloud environments, performing installation, configuration, and security hardening. Implemented automated backups, scaling, and content delivery using CDN for enhanced website performance.

- **CI/CD Implementation and Automation:**

  - Jenkins Configuration & Automation: Installed and configured Jenkins for automating build, test, and deployment pipelines. Created Jenkins Master-Slave configurations to support parallel builds, enabling faster delivery cycles across multiple teams.

  - Build Automation: Automated the build and deployment process for Java-based projects using ANT as the build tool. Wrote and maintained ANT scripts for creating build artifacts and streamlined the integration into Jenkins pipelines.

  - Git & Version Control: Designed and managed Git repositories, implementing common Git branching strategies for efficient collaboration across development teams. Automated code branching, merging, and integration processes for faster and more stable software delivery.

  - CI/CD Pipelines for Cloud: Developed CI/CD pipelines for deploying applications in cloud environments (Azure, AWS), ensuring smooth and reliable delivery from development to production.

- **Cloud Application Deployment:**

  - PHP Application Deployment: Deployed PHP-based applications on Apache and Nginx web servers, configuring the servers for optimal performance and security on AWS and Azure environments.

  - Automated Deployment: Created platform/application files to automatically trigger deployments in Jenkins, enabling a fully automated deployment pipeline for cloud-hosted applications.

- **Issue Resolution and Networking:**

  - Resolved various issues related to application startup, PATH conflicts, name resolution errors, and networking issues (e.g., TCP/IP, LAN/WAN) by troubleshooting log files and system configurations.

  - Ensured consistent networking connectivity and security between cloud resources and on-prem infrastructure, performing advanced network troubleshooting and optimization for critical applications.

- **Monitoring and Incident Management:**

  - Leveraged Jira for issue reporting, tracking, and planning. Ensured proper incident management by logging issues, planning for fixes, and ensuring they were addressed promptly to maintain application uptime.

- o **Integrated Prometheus and Grafana for real-time monitoring of cloud applications, providing enhanced visibility into system health, performance metrics, and proactive alerts for operational efficiency.**

- **Collaboration & Agile Practices:**

  - o **Collaborated with development and operations teams in an Agile environment, ensuring seamless integration of cloud infrastructure and application deployment pipelines.**

  - o **Participated in daily standups, sprint planning, and reviews to improve development cycles and align infrastructure support with evolving application requirements.**

Senior Linux Administrator | Info Stellar Informatics Pvt Ltd

Client: Info Stellar Informatics Pvt Ltd
Location: Noida
Duration: November 2018 – December 2020

Responsibilities:

- **Linux System Administration**: Administered and configured **RHEL 6/7** operating systems, ensuring optimal system performance and maintaining high availability for production environments. Managed **user accounts**, **file systems**, and **system logs**, performing routine checks and updates.

- **VMware ESXi & Virtualization**: Installed and configured **VMware ESXi hypervisor** on **data-Center servers** including **Tower servers** and **U1/U2 servers**. Created virtual machines (VMs) through templates, ensuring necessary dependencies were pre-configured for efficient provisioning and minimal configuration errors.

- **Installation & Configuration:** Installed and configured PostgreSQL on Linux/Windows servers, including advanced configurations for performance and high availability.

- **Backup & Recovery:** Designed and implemented backup strategies using pg_dump and pg_basebackup; performed point-in-time recovery (PITR).

- **Performance Tuning:** Tuned PostgreSQL for optimal performance using EXPLAIN, VACUUM, REINDEX, and indexing strategies; conducted regular performance reviews and optimizations.

- **Replication & High Availability:** Configured and maintained streaming replication for high availability; used Patroni for automated failover management.

- **Monitoring & Troubleshooting:** Implemented PostgreSQL monitoring solutions with Prometheus and Grafana; identified and resolved performance bottlenecks and replication issues.

- **Database Upgrades:** Led PostgreSQL version upgrades and security patching processes; ensured minimal downtime and data integrity during transitions.

- **Cloud Database Management:** Managed PostgreSQL on cloud platforms (AWS RDS, Azure PostgreSQL) for scalability and performance optimization.

- **Database Management & Replication**: Led the configuration and management of **MySQL Percona server replication**, ensuring **high availability** and **data integrity** across database instances. Managed **banking servers' applications** and **database replication** for **critical financial systems**.

- **Monitoring & Incident Management**: Utilized **Zabbix** to monitor infrastructure health, including key components such as **hard drives**, **memory usage**, **CPU load**, **HTTP** and **SSH services**, ensuring proactive incident management and quick issue resolution to minimize downtime.

- **Patch Management**: Managed **patches** and **updates** for **RHEL** and **CentOS** servers using tools like **Yum**, **Repository**, and **Sun Update Manager** for Solaris, ensuring system stability and security compliance across various banking servers.

- **Multipathing & Storage Management**: Configured and managed **Multipathing** for **RedHat** and **Solaris** using **EMC Power Path**

- and native multipathing software, ensuring **high availability** and **redundancy** for storage paths, thereby preventing single points of failure.

- **Cluster Management**: Ensured high **application availability** by configuring and managing **RedHat Clustering** and **VERITAS Clustering** solutions. Coordinated with teams to implement **cluster-based failover** and **load balancing** solutions for critical banking applications.

- **RAID & SAN Storage**: Created and maintained different **RAID-level configurations**, leveraging **SAN storage** for **application** and **database servers** to ensure **data redundancy** and **high performance** for enterprise-level applications.

- **Web Server Management**: Installed and configured popular **web servers** including **Apache**, **Nginx**, **Tomcat**, and **Glassfish**, ensuring proper server optimization, security, and functionality for application hosting.

- **Network Configuration**: Configured and maintained essential network services such as **DNS**, **NFS**, **DHCP**, and **automounter**, ensuring proper networking and communication between critical servers and services.

- **Storage Management**: Administered **Veritas Volume Management**, **Solaris Volume Management**, and **Linux Volume Management**, ensuring efficient and resilient storage management for critical services.

- **Virtualization & P2V Migration**: Installed and configured **VMware ESX Server** (versions **3.5, 4.0**) and **vSphere 4.0** on **Dell PowerEdge servers**, optimizing server resource usage and ensuring virtualization reliability. Documented and maintained **environment-specific installation and configuration guides** for **P2V (Physical-to-Virtual)** migrations.

- **Documentation & Process Implementation**: Created comprehensive documentation for **installation procedures**, **configuration guides**, and **patch upgrades**, enabling consistency and best practices across the IT infrastructure.

- **Patch & Update Management**: Used **Sun Update Manager** and other patch management tools to ensure that the servers remained up-to-date and secure. Applied updates in a timely manner to ensure minimal vulnerabilities.

Education & Certifications

- **Bachelor of Arts – Kanpur University**

- **Linux Professional Institute Certification - APTRON Noida.**

- **DevOps Advanced Certification – IIT Madras**

- **AWS Certified Solutions Architect – Professional (In Progress)**

- **AWS Certified DevOps Engineer – Professional (In Progress)**

Technical & Management Skills

- **Release Management: Led the creation and automation of release management pipelines, optimizing software delivery and ensuring smoother production deployments.**

- **Middleware Expertise: Hands-on experience in managing TIBCO middleware services, providing solutions for real-time application communication.**

- **Incident & Change Management: Expertise in applying ITIL principles to incident management, change management, and problem management.**

- **Cloud Security: Proficient in implementing cloud security best practices in AWS, utilizing IAM, KMS, AWS Shield, and VPC security.**

- **Cost Optimization: Expertise in optimizing AWS costs through Auto Scaling, Reserved Instances, and cost-efficient architectures.**

Languages & Personal Attributes

- **Languages: English (Fluent), Hindi (Native)**

- **Personal Attributes: Strong communicator, problem-solver, team-oriented, proactive, and a quick learner with an eye for continuous improvement.**