Pradeep Mahadevaiah

Cloud DevOps Engineer

Certified AWS Cloud Engineer with hands-on expertise in AWS infrastructure, CI/CD pipelines, and container orchestration. 5+ years of experience in support and automation. Skilled in Terraform, Docker, GitLab CI/CD, and Kubernetes. Seeking to drive scalable, secure DevOps practices.

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🔲 cloud-journey.info

○ github.com/PradeepMahadevaiah

WORK EXPERIENCE

Commerce Support Specialist
Concentrix

08/2021 - 08/2023   *Berlin, Germany*

− Resolved 95% of customer issues via email/chat for a leading e-commerce platform.
− Built troubleshooting workflows that reduced issue resolution time by 20%.
− Gained strong understanding of cloud-hosted platforms, user access management, and data flow.

Technical Support Specialist
AT&T

03/2019 - 04/2020   *Brno, Czech Republic*

− Resolved complex VoIP/network issues for enterprise clients with 98% SLA compliance.
− Achieved and maintained a customer satisfaction rating of 4.8/5 through attentive and personalized support.
− Collaborated on outage resolution with cross-functional teams, applying incident management skills.

Co-founded a startup
Process Automation & Engineering Solutions

06/2013 - 09/2014

− Directed business development initiatives for industrial automation projects

EDUCATION

AWS Cloud DevOps training
DCI Institute GmbH

11/2023 - 12/2024   *Berlin, Germany*

MBA
Ohm Professional School

09/2015 - 03/2019   *Nuremberg, Germany*

Bachelor in Electrical Engineer
VTU, Belgaum Karnataka

04/2005 - 04/2011   *Bangalore , India*

SKILLS

* Cloud & DevOps: AWS, Terraform, CloudFormation, GitLab CI/CD, Jenkins, Github actions

* Containers & Orchestration tools: Docker, Kubernetes

* Operating Systems: Linux, Ubuntu, Windows and Mac

* Programming & Scripting: Python, Shel, YAML, JSON, HCL

* Version Control system: Git, GitHub, GitLab

* Languages: English, German(B2)

PERSONAL PROJECTS

 E-Commerce DevOps Implementation
− Designed and deployed a microservices-based e-commerce app using Docker, Kubernetes (EKS), and Terraform.
− Provisioned VPC, EKS cluster, and networking via modular Terraform IaC.
− Automated CI/CD pipelines with GitHub Actions for seamless deployment.
− Configured Route 53 with custom domain and Load Balancer for secure frontend access.

 Book Management System: Flask, Docker & AWS
− Designed and deployed full-stack Flask application on AWS using EC2, VPC, and Subnet via CloudFormation.
− Containerized the app with Docker and automated deployments with GitHub Actions CI/CD.
− Integrated pipeline to trigger builds and deploy updated Docker images to EC2.

 3-Tier WebApp Deployment: AWS EC2, Terraform
− Deploying a 3-Tier Web App on AWS Using Terraform & GitLab CI/CD

CERTIFICATES

AWS SAA (C03)   AWS Cloud Pradtitioner

HashiCorp Terraform Associate

Gitlab Certified Associate

Professional Scrum Master-1   SAP BW (C_TBW55_73)