



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.

✉ pradeepm.3175@gmail.com

📍 Berlin, Germany

🌐 [linkedin.com/in/pradeep-mahadevaiah](https://www.linkedin.com/in/pradeep-mahadevaiah)

☎ +49 17621442705

📧 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, CI/CD, Jenkins, Github actions

--> Programming & Scripting: Python, Shell, YAML, JSON, HCL

--> Containers & Orchestration tools: Docker, Kubernetes

--> Version Control system: Git, GitHub, GitLab

--> Operating Systems: Linux, Ubuntu, Windows and Mac

--> 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 Practitioner

HashiCorp Terraform Associate

Gitlab Certified Associate

Professional Scrum Master-1

SAP BW (C_TBW55_73)