Pradeep Mahadevaiah

AWS Cloud Solution Architect | DevOps

Certified AWS Cloud Engineer with 5+ years in Technical Support and hands-on experience in cloud deployment, cost optimisation, and security. Certified in AWS Solutions Architect Associate, Cloud Practitioner, Terraform, and GitLab CI/CD. Proficient in Linux, Python, and Kubernetes, with a strong focus on automation and scalable cloud solutions.

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EDUCATION

AWS Cloud Engineer
DCI Digital Career Institute GmbH

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

Courses

- Completed a 12-month Cloud Computing Bootcamp.
- Passing the German Language Exam B1.
- Earned Certifications: Terraform, GitLab CI/CD, AWS Cloud Practitioner and AWS Solution Architect.

MBA in Management
Ohm Professional School

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

Bachelor in Electrical Engineer
Vishweraiah Technical University

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

WORK EXPERIENCE

Commerce Support Specialist
Concentrix

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

Tasks

- Delivered prompt and effective support to customers, resolving over 95% of issues on first contact through email & chat cases for one of the biggest e-commerce platform.
- Developed and implemented troubleshooting protocols, reducing average issue resolution time by 20%.

Technical Support Specialist
AT&T

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

Tasks

- Troubleshoot system and network problems, diagnosing and solving hardware or software faults replace parts as required.
- Achieved and maintained a customer satisfaction rating of 4.8/5 through attentive and personalized support.

SKILLS

AWS Cloud · Git · Python · Linux · CI&CD · Docker · Kubernetes · Terraform · Cloud Formation · Scrum · Project Management · DevOps · DevOps · Basch scripting

PROJECTS

Book Management System using Flask and AWS

- Utilized a CloudFormation template to deploy VPC, Subnet, and an EC2 instance on AWS, facilitating the running of the web server.
- Packaged the app with Docker, allowing for straightforward deployment onto an EC2 instance from Docker Hub.
- Implemented a CI/CD pipeline using Github Actions. Each push to the Master branch triggers a build of the Docker image, which is then pushed to the EC2 server.

CERTIFICATES

AWS Solution Associate Architect (C03)

AWS Cloud Practitioner

HashiCorp Terraform Associate (003)

Gitlab Certified Associate

Professional Scrum Master-1

Project Management

SAP BW (C_TBW55_73)

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Kannada (mother tongue)
Native or Bilingual Proficiency

German (B1 level)
Professional Working Proficiency