

# Ravikiran

## Cloud DevOps Engineer

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Dynamic and results-driven Cloud and DevOps Professional with 9 years of experience, including 5+ years as an Azure Support Engineer and Technical Lead. Proven expertise in Azure cloud governance, subscription lifecycle management, cost optimization, and stakeholder coordination. Currently transitioning into a DevOps Engineer role, actively gaining hands-on experience with CI/CD pipelines, Infrastructure as Code (Terraform, Bicep), Docker, Kubernetes, Jenkins, and Git. Adept at bridging the gap between operations and development to deliver high-performing, scalable, and automated cloud solutions.

### SKILLS

Technical Skills: Microsoft Azure, AWS (basic), Azure DevOps, Jenkins, Git, GitHub, Docker, Kubernetes, Helm, Terraform, Bicep, PowerShell, Bash, Azure Resource Manager, RBAC, Cost Management, CI/CD Pipelines, Infrastructure as Code (IaC), Monitoring & Logging, Windows Server, Incident Management, Technical Support, Customer Handling.

### EXPERIENCE

#### JULY 2020 – PRESENT - SENIOR CLOUD ENGINEER | LTIMINDTREE | CLIENT: MICROSOFT

- Managed the full Azure subscription lifecycle: creation, transfer, cancellation, deletion, and governance. Configured and maintained Azure Resource Groups, role assignments, RBAC policies, and access control to ensure a secure and compliant cloud infrastructure. Facilitated L&D sessions on Azure updates, internal processes, and service improvements.
- Monitored resource utilization and performed cloud cost analysis; delivered cost-saving recommendations and resolved billing issues.
- Handled technical escalations: quota increase requests, regional expansion, service enablements.
- Collaborated with Microsoft support to troubleshoot and resolve high-priority issues.
- Led a team of 6+ cloud support engineers; performed mentoring, onboarding, and performance evaluations.
- Supported Infrastructure readiness and troubleshooting for CI/CD pipeline-related deployments.
- Automated manual reporting tasks using PowerShell. Initiated use of Git repositories for script version control and peer review. Created internal documentation for Azure DevOps and Bicep/Terraform templates for resource provisioning.

#### AUG 2020 – JULY 2020 - SUPPORT ENGINEER | PRIMUS GLOBAL SOLUTIONS

- Implemented end-to-end DevOps lifecycle processes: dev, test, release, and support.
- Assisted in CI/CD setup with Jenkins & Git; containerized apps using Docker.
- Participated in infrastructure planning and stakeholder collaboration.
- Monitored environments, applied Kubernetes and Helm for orchestration.

#### JULY 2019 – JULY 2020 - TECHNICAL SUPPORT ENGINEER | IWEEN SOFTWARE SOLUTIONS

- Provided technical support for clients by resolving backend and application-level issues in a timely and efficient manner.
- Collaborated with internal development teams to troubleshoot bugs and deploy fixes.
- Documented common issues and solutions to improve response time and knowledge base.

## OCT 2017 – JUNE 2019 - CUSTOMER SUPPORT EXECUTIVE | [24]7

- Delivered Level 1 technical and non-technical support via voice and chat for B2C clients.
- Resolved common customer issues, escalated complex queries, and ensured SLA compliance.
- Maintained accurate logs of interactions and escalations for process improvements.

## FEB 2016 – MAR 2017- L1 TECHNICAL SUPPORT | ACCENTURE

- Delivered Level 1 technical support across systems including Windows OS, MS Office, and network-related issues.
- Provided remote desktop assistance and resolved basic IT infrastructure problems.
- Followed standard procedures for ticket creation, escalation, and resolution tracking.

## EDUCATION

Bachelor of Computer Applications | Davan Institute (2012–2015)

## PROJECTS

### Project 1: Azure Infrastructure Automation using Terraform

- Objective: Automate the provisioning of Azure resources to reduce manual effort and errors.
- Process: Created modular .tf scripts to deploy Resource Groups, VNets, Subnets, and VMs with variable input. Configured remote backend for state management and integrated Git for version control.
- Tools Used: Terraform, Azure CLI, GitHub.
- Result: Reduced provisioning time by 80%, ensured consistent deployments across Dev and Prod, and enabled team collaboration using Git workflows.

### Project 2: CI/CD Pipeline with Jenkins and Docker on Azure

- Objective: Implement a CI/CD pipeline to automate testing and deployment of a containerized web application.
- Process: Set up Jenkins on a local VM, connected GitHub repo via webhook, built Docker image of a Flask app, and deployed to an Azure VM using scripted stages.
- Tools Used: Jenkins, Docker, GitHub, Azure VM.
- Result: Enabled automated build-test-deploy pipeline on every code push, reducing manual intervention and accelerating release cycles.

## CERTIFICATIONS

1. DevOps Training (pursuing): Cloud Train
2. Data Science course: XL Academy

## ADDITIONAL INFORMATION

Proven leadership as a Technical Lead, mentoring cross-functional teams and optimizing operations for maximum efficiency. Currently based in Bangalore and actively pursuing opportunities to transition into a DevOps Engineer role, bringing strong cloud expertise and a passion for automation and continuous improvement.