

ROSHNI PATIL

OpenShift Engineer

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SKILLS

Operating Systems — Red Hat Enterprise Linux

Cloud Platforms — AWS

Scripting & Programming — Bash, Python

Containerization — Docker, Kubernetes, OpenShift

Automation & Configuration Management — Ansible, Terraform

Monitoring & Troubleshooting — Log Analysis, Prometheus

Version Control — Git, GitHub

CI/CD — Jenkins

EXPERIENCE

Prodevans Technologies, *OpenShift Engineer*

09/2025 – Present

- Handle end-to-end production support and Day 2 operations for customer OpenShift clusters, ensuring platform stability and uptime
- Address an average of 15 high-priority incidents weekly by diagnosing application and platform issues in customer OpenShift clusters, ensuring platform stability and minimizing customer impact.
- Reduced manual intervention by 30% by automating routine Day-2 operations with 15+ custom Bash and Python scripts
- Collaborate with 3 + cross-functional dev teams to conduct RCAs, leading to a 20% reduction in recurring production incidents
- Implement security best practices and manage RBAC policies across containerized workloads to ensure compliance with internal standards.

RedHat India Pvt. Ltd., *Associate Technical Support Engineer*

05/2023 – 08/2025

- Expertise in deploying OpenShift clusters across all major cloud platforms (AWS, Azure, GCP) and on-premises bare-metal environments, covering IPI, UPI, Assisted Installer, and Air-gapped installation methods.
- Sustained 99.9% uptime for more than 100+ multi-node OpenShift clusters by leading end-to-end cluster patching and upgrades (minor, major, and EUS)
- Resolved 95% of support cases within SLA, reducing customer downtime and consistently earning peer recognition for technical excellence.
- Applied deep knowledge of OpenShift architecture — including Kubernetes, etcd, API server, scheduler, and controllers — to diagnose and resolve complex platform issues.
- Developed and maintained 25+ Knowledge Center Solutions (KCS) to improve internal knowledge sharing and customer self-service capability.
- Identified and documented 15+ critical platform bugs; partnered with engineering teams to ensure patches were integrated into release cycles.
- Contributed to product documentation by merging PRs for bug fixes and participated in OpenShift hackathons to test early releases and influence product enhancements.

RedHat India Pvt Ltd, *Intern*

11/2022 – 05/2023

- Developed expertise in Linux system administration, including file systems, permissions, and command-line utilities, through hands-on experience.
- Completed 20+ technical labs focused on etcd recovery, cluster scaling and node addition.
- Earned 3 industry-recognized certifications, enhanced expertise in system administration and container orchestration.

Eigenlytics Data Solutions, *Intern*

06/2022 – 08/2022

- Optimized Ansible playbooks that decreased server configuration time by 45% across development environments.
- Utilized a suite of DevOps tools (Ansible, Docker) to automate core workflows, improving team deployment speed by 15%.

CERTIFICATIONS

- Red Hat Certified System Administrator [EX200]
- Red Hat Certified Specialist in Containers and Kubernetes [EX180]
- Red Hat Certified OpenShift Administrator [EX280]
- Red Hat Certified Engineer [EX294]
- Red Hat Certified Specialist in OpenShift AI [EX267]
- Red Hat Certified Specialist in OpenShift Virtualization [EX316]

EDUCATION

Bharati Vidyapeeth's College of Engineering for Women Pune, India, *Bachelor of Engineering | Computer Science*
[CGPA: 8.62]

08/2018 – 07/2022 | Pune, India

PROJECTS

Kubernetes Cluster Automation, *Tech Stack: Ansible, Kubernetes, Docker, AWS*

- Automated end-to-end provisioning of a multi-node Kubernetes cluster on AWS using Ansible roles, reducing setup time from hours to minutes.
- Standardized cluster deployments with reusable playbooks, ensuring consistency across environments.

Secure CI/CD Pipeline with Kubernetes on AWS, *Tech Stack: AWS, Jenkins, Docker, Kubernetes, Terraform, Trivy, Git*

- Built a CI/CD pipeline using Jenkins and Docker to automate build, scan, and deployment of containerized applications on Kubernetes.
- Integrated Trivy image scanning as a pipeline gate to block deployments with critical CVEs before reaching the cluster.
- Deployed applications to Kubernetes on AWS with automated rollbacks on failure for zero-downtime releases.
- Provisioned cloud infrastructure using Terraform for repeatable, version-controlled environment builds.
- Implemented monitoring and log analysis using Prometheus for workload observability and issue detection.