

Shivam Bhaskar

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Summary

Results-driven DevOps Manager with 8+ years of expertise in optimizing software delivery pipelines, architecting scalable cloud solutions, and driving end-to-end automation across the SDLC. Demonstrated success in leading high-performance teams to design and implement CI/CD pipelines, containerized environments, and IaC frameworks, while ensuring robust cloud security and cost optimization. Skilled at enhancing system performance, driving operational agility, and cultivating a culture of innovation and resilience.

Work Experience

Woundtech

Hollywood, Florida

DEVOPS MANAGER

Feb 2024 - Current

- Modernized branching and deployment strategy by implementing trunk-based development with artifact promotion, enabling one-click deployments and scheduled releases; **reduced release times from 3 hours to under 10 minutes.**
- Upgraded HAPI FHIR services from v5.x to v7.2.0, deleting 4.3 billion obsolete large objects, which eliminated PostgreSQL upgrade blockers and saved **thousands of dollars in extended support fees.**
- Upgraded Aurora PostgreSQL clusters from v11.21 to v16.1, improving performance, stability, and supportability across all environments.
- Improved AWS SecurityHub compliance score from **82 to 97 percent**, strengthening the organization's security posture and HIPAA readiness.
- Drove cloud cost optimization, **reducing monthly AWS spend from 42,322 USD to 12,000 USD**, by automating shutdown schedules for non-prod environments, scaling ECS services based on demand, and optimizing infrastructure.
- Enhanced security controls** by enabling AWS WAF with logging, adding Talisman pre-commit hooks and modifying entire infrastructure (CDK/Terraform) to enforce private APIs and automated patching/backups.
- Implemented secrets rotation with ECS redeployments during maintenance windows, ensuring secure and seamless database credential updates across environments.
- Streamlined new user onboarding into the application by creating CI/CD pipelines, reducing provisioning time from 1 hour to 5 minutes with **minimal manual intervention.**
- Built Forge application for Bitbucket to enforce JIRA key merge checks across all repositories, ensuring compliance and traceability.
- Standardized CI/CD pipelines with shared Bitbucket components and dynamic templates, enabling **push-button production releases** for all repositories.
- Optimized application and database performance by tuning queries, removing bottlenecks, and using PostgreSQL maintenance operations (reindex, vacuum, pg repack), leading to reduced P99 and P75 latency and **near-zero user complaints.**
- Improved organizational efficiency by aligning all developers to follow DevOps best practices, fostering collaboration, reducing release risks, and accelerating delivery cycles.
- Enabled single sign-on (SSO) using AWS Cognito for secure and seamless access management across applications.
- Supported regulatory certifications (ONC, HIPAA, HITRUST) by implementing governance, compliance controls, and ongoing process optimizations.
- Enhanced observability by creating Datadog Dashboards, ensuring **real-time visibility into performance, errors and security metrics.**
- Led architectural improvements across ECS, networking, and infrastructure layers, reducing downtime and improving system resilience.
- Actively contributed to agile ceremonies (sprint planning, grooming, retrospectives) and performance management processes, including project goal definition, risk mitigation, and resource allocation.

KPMG

Bengaluru

CONSULTANT

Sep 2022 - Feb 2024

- Architected and implemented robust Continuous Integration and Continuous Delivery (CI/CD) pipeline for a Python application, integrating pytest, flake8, SonarQube, Trivy. **Enhanced code quality and security measures.** Overseeing Pod creation and executing comprehensive robot testing post-deployment.
- Innovated a secure method for passing AWS secrets as environment variables into Elastic Kubernetes Service Pods, ensuring seamless access from Python applications to AWS services, enhancing data integrity and confidentiality.
- Configured cronjobs on the Elastic Kubernetes Service cluster and implemented **centralized log forwarding** from Elastic Kubernetes Service to CloudWatch using Fluentd. Established this intricate setup using Terraform, ensuring efficient management and compliance with industry standards.
- Led the development of custom Dockerfiles and crafted serverless **SAM templates** for Lambda deployments, incorporating triggers to optimize scalability and enhance overall system performance.
- Leveraged Terraform Enterprise and organizational approved modules to create infrastructure, **ensuring strict compliance and standardization.**
- Engineered dynamic inventories and executed tailored Ansible playbooks on separate clusters and servers, revolutionizing automation processes and bolstering management efficiency significantly.
- Established a flexible **Ansible variable management** system through CI/CD, optimizing playbook execution for specific clusters and servers, resulting in precise and tailored automation solutions.
- Designed and implemented a dynamic Ansible inventory for a VM cluster, automating cluster-specific variables and system configurations based on user-defined variables during execution. Enhanced flexibility, scalability, and efficiency in infrastructure management.
- Demonstrated expertise in Container Orchestration with Docker and Kubernetes, ensuring seamless deployment and scaling of applications.
- Integrated **Real-time monitoring** through Prometheus and Grafana ensured performance and security metrics were consistently tracked.

- Oversaw cloud platform standard governance as Operations Lead, **managing security protocols, and best practices across more than 15 AWS accounts.**
- Established and troubleshooted connectivity between services or cloud and on-premises systems, ensuring seamless integration and data flow.
- Supported and Executed **data migration initiatives** from on-premises infrastructure to the cloud, ensuring a smooth transition and minimal disruptions.
- Managed operational activities encompassing **Incident Management**, Change Management, Monthly Patching schedules, Service requests, Audit, and compliance support, maintaining a high level of operational efficiency.
- Proficient in implementing a wide array of AWS services, including AWS EC2, VPC, S3, IAM, SNS, EBS, EFS, ELB, WAF, RDS, Cloudfront, Cloudwatch, and Route53, utilizing both console-based configurations and cloud formation/service catalog methodologies.
- Successfully Hosted client websites on AWS, **routing traffic** through appropriate channels and collaborating with cross-functional teams. Adhered to best practices such as AWS reCAPTCHA and minimum privileges model to ensure robust security measures.
- Implemented automation of infrastructure utilizing Ansible, Systems Manager automation documents, and Python, streamlining processes and enhancing operational efficiency.
- Held Accountable for Security Management within the AWS platform, proactively identifying and **addressing vulnerabilities within established SLA timelines**, ensuring a secure computing environment.
- Expertly set up CI/CD pipelines using CodePipeline and Jenkins, fostering continuous integration and deployment practices, improving development workflows, and code quality.
- Managed private SSL certificates, enhancing the security infrastructure of the cloud environment.
- Applied principles of Reliability, Resiliency, and Troubleshooting for maintaining optimal system performance.
- Implemented Highly Available (HA) configurations and Disaster Recovery (DR) measures for critical systems.
- Led the design and deployment of Kubernetes clusters, incorporating best practices for security, performance, and scalability.
- Implemented **Kubernetes monitoring** solutions, leveraging tools like Splunk and Dynatrace, to ensure real-time visibility into the health and performance of containerized applications.
- Applied Kubernetes best practices for pod security, network policies, and persistent storage, ensuring a secure and robust container orchestration environment.
- Provided guidance on Kubernetes adoption strategies and assisted in upskilling team members on Kubernetes-related technologies and practices.
- Automated routine Kubernetes tasks and workflows, improving operational efficiency and reducing manual intervention.

Ericsson

Noida

CLOUD ENGINEER

Feb 2018 - July 2020

- Proficiently initiated Amazon EC2 instances, expertly selecting and optimizing instances tailored to specific applications, utilizing Amazon Images for both Red Hat Enterprise Linux and Windows Server environments.
- Configured CloudWatch alarms for proactive monitoring of server performance metrics, ensuring optimal system efficiency.
- Skillfully administered user and group management for both Linux systems and AWS, streamlining access control and permissions across diverse platforms.
- Methodically crafted artifacts and seamlessly pushed them into repositories, facilitating efficient version control and collaboration among development teams.
- Leveraged Docker containerization techniques to create and deploy web applications, enhancing the scalability, portability, and efficiency of software deployment processes.
- Proficiently utilized Python to implement the SMB protocol for seamless and secure file transfers between Amazon S3 and file shares, optimizing data management workflows and ensuring data integrity.
- Explored advanced Python capabilities to develop customized automation scripts, elevating system reliability and enabling dynamic responses to evolving organizational requirements.

Technical Skills

- Cloud and Infrastructure: AWS (Lambda, Cloudformation, Service catalog, Cloudfront, S3, EC2, ELB, VPC, RDS, SSM, EBS, IAM, Route53, Cloudwatch, SNS, WAF, EFS, FSx, Appstream, Codepipeline, Transit gateways, EDR, SAM), Azure (Virtual Machines, Networking Services, Storage Solutions, Identity Services, ARM Templates, Fabric, key vault, OpenAI), Google (RouteAPI, API Quota, IAM), Terraform, AWS CDK
- Containerization and Orchestration: Docker, Kubernetes, ECS, EKS
- CI/CD and DevOps: Bitbucket Pipelines, Jenkins, Harness, AWS CodePipeline, Git, Husky, SonarQube, Trivy, Talisman
- Configuration and Automation: Ansible, AWS Systems Manager, Python, Bash
- Monitoring and Observability: Prometheus, Grafana, Datadog, CloudWatch, Fluentd, Dynatrace, Splunk
- Databases: PostgreSQL (Aurora, RDS), DynamoDB, DMS, HAPI FHIR, MySQL
- Security and Compliance: SecurityHub, WAF, Secrets Manager, KMS, ONC, HIPAA, HITRUST
- Programming Languages: Python, HTML5, CSS, C, C++, MySQL, Shell scripting
- Other Tools: LaunchDarkly, SAM, Cognito, Forge, Jira, Git, Github, Terraform Enterprise
- Contributed to troubleshooting efforts by collaborating with teams utilizing tools such as Palo Alto, Zscaler, Azure Defender, Microsoft, SDWAN, Trustwave, IronNet, CyberArk, Jellyfish, ProsperOps and Azure AD.

Education

Leadership and Achievements

- **AWS Certified Developer - Associate Certified:** showcases skills and knowledge in developing, optimizing, packaging, and deploying applications, using CI/CD workflows, and identifying and resolving application issues.
- Completed the **Management Essentials Program from ISB**, covering leadership, project management, and strategic communication to strengthen decision-making and team management capabilities.
- Gained expertise in leading change, managing high-performance teams, negotiation, persuasion, and storytelling, applying these skills to drive impactful business and technology outcomes.
- **KPMG Rockstar Award Recipient:** Recognized for exceptional performance and significant contributions at KPMG, showcasing unwavering dedication and expertise in driving impactful projects and initiatives.
- **Recipient of KPMG Culture Coin Award:** Acknowledged for embodying cultural values at KPMG, fostering a positive and inclusive work environment within the firm and during client interactions. Led to enhanced team collaboration and morale.
- **Certificate of Appreciation and Public Cloud Professional Skill Tag Holder:** Acknowledged for outstanding contributions and expertise in cloud technologies. Demonstrated strong proficiency in implementing cutting-edge solutions in cloud environments.
- **AWS Solutions Architect Associate Certified:** Earners of this certification have demonstrated comprehensive knowledge of AWS services and architectural best practices, showcasing expertise in designing and deploying scalable and secure applications on AWS.
- **Team Leadership at KPMG:** Led a small team of DevOps engineers, guiding them in implementing innovative solutions and best practices. Fostered a collaborative and high-performing team environment, resulting in successful project executions and improved team morale.
- **Operations Lead at Infosys:** Spearheaded critical aspects of projects at Infosys, ensuring seamless workflows and enhancing operational efficiency. Implemented strategic initiatives that optimized processes and contributed to project success.
- **Community Engagement and Environmental Impact Leader:** Played a pivotal role in community engagement initiatives, leading the creation of compost bins for an NGO. Demonstrated commitment to environmental sustainability and community welfare through active participation in impactful projects.
- **5G RAN Certified Associate by Ericsson:** Earners of this certification have demonstrated basic knowledge, skills, and abilities necessary to achieve a conceptual understanding of 5G RAN architecture, functions, technologies, and 5G RAN fundamentals. Includes skills in 5G RAN architecture, 5G deployment strategies, 5G RAN air interface and propagation, and Ericsson 5G RAN solutions.
- **Educational Leadership at NGO:** Volunteered to conduct a guidance session for 30+ school students, imparting valuable professional insights and mentorship. Inspired students and provided practical guidance for their future careers, fostering a sense of responsibility and awareness.