SHUBH PANDEY

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SUMMARY

DevOps/Site Reliability Engineer with 5 years of experience designing, automating, and operating large-scale, cloud-native systems. Skilled in AWS/GCP/Azure, observability, CI/CD, Terraform, Kubernetes, and incident management. Proven track record of improving availability to 99.9%, reducing downtime by 28%, and cutting infra costs by 20% while ensuring compliance and security in production environments. Adept at managing full-stack applications and improving operational workflows to reduce downtime, improve efficiency, and support business-critical systems.

EDUCATION

Jaypee Institute of Information Technology – B.Tech in Computer Science (CSE), CGPA: 8.0 | July 2017 – Feb 2021

Puranchandra Vidyaniketan (Senior Secondary School) – Graduated April 2016

SKILLS

Cloud Platforms: AWS (EC2, Lambda, S3, VPC, RDS, EKS), GCP (Compute Engine, Functions, GKE, Pub/Sub), Azure (VMs, Functions, AKS, Blob)
Infrastructure & Automation: Terraform, Ansible, GitLab CI/CD, Jenkins, Docker, Kubernetes
Programming & Scripting: Python, Bash, TypeScript, Vue.js, FastAPI, REST APIs, SQL
Monitoring & Incident Management: CloudWatch, PagerDuty (Events v2), ServiceNow, Datadog, Prometheus
Tools & Collaboration: GitHub, GitLab, Confluence, JIRA
Operating Systems: Windows, MacOS, Linux (Ubuntu/CentOS)

WORK EXPERIENCE

DEVOPS ENGINEER - Thales Digital Identity & Security – Noida, India   Dec 2023 – present

- Developed **full-stack** solutions for the Thales Secure File Transfer (**TSFT**) platform and enforced **SLIs, SLOs**, and error budgets to maintain 99.9% availability across 500+ global enterprise customers.
- Built robust frontend portals using **Vue.js** and **Typescript**, hosted on **S3** and delivered via **CloudFront**, improving UI performance by 30%.
- Centralized and tuned observability with **CloudWatch, OpenSearch/ELK, and Grafana**, building unified dashboards for metrics, logs, and traces; integrated **EventBridge + Step Functions + PagerDuty**
- **Containerized IBM Sterling Connect: Direct** with **Docker**, deployed on production **EKS** and **ECS** Fargate, enabling secure, scalable file transfers and cutting infra costs by 20%.
- Provisioned the complete infrastructure using **Terraform**, deploying AWS resources including Lambda, **API Gateway**, **Step Functions**, **Cognito**, **DynamoDB**, **Transfer Family** etc.
- Designed backend services using **FastAPI** on **AWS Lambda in Python**, ensuring scalable and **serverless** architecture.
- Managed data and user metadata using **DynamoDB** with encryption via **AWS KMS**, ensuring adherence to internal policies and external regulations, leading to zero data breaches in 2024.

CLOUD OPERATIONS ENGINEER - Thales Digital Identity & Security – Noida, India   Aug 2021 - Dec 2023

- Managed AWS services (**EC2, RDS, S3, VPC**) specializing on fault tolerance and auto-scaling, reducing cloud downtime by 28%.
- Configured **Datadog and Prometheus** monitoring pipelines, defining SLIs and automating alerts/log rotation, improving observability by 15%.
- Optimized **cloud infrastructure costs** with autoscaling, right-sizing, and serverless adoption while maintaining SLAs.
- Created **Ansible playbooks** for system configuration and dependency management, cutting deployment time by 40% across 10+ servers.
- Participated in **on-call rotations**, handling escalations, network diagnostics, and RCAs for production issues.

SOFTWARE ENGINEER INTERN - Thales Digital Identity & Security – Noida, India   Feb 2021 – Aug 2021

- Engineered a secure **Apple backend payload** encryption system utilizing the **Java Cryptography Architecture** (JCA), enhancing transaction security and minimizing data breaches for **Visa transactions**.
- Executed **50+ functional test case**s for the platform's back testing framework, enhancing test coverage by 25% and identifying critical bugs pre-deployment.

CERTIFICATIONS/ ACHIEVEMENTS

- AWS Certified SysOps Administrator (July 2025- July 2028)
- AWS Certified Developer – Associate (July 2025- July 2028)
- AWS Certified Solutions Architect (Sep 2023 – Sep 2026)
- GCP Associate Cloud Engineer (Jun 2023 – Jun 2026)
- Microsoft Azure Fundamentals (Dec 2020)

PROJECTS

- **Email Remediation Automation (Patent Initiative):** Deployed an automated email remediation system, resulting in L1 support teams resolving the three biggest causes of email incidents without escalation.
- **Mission 70 (2022–Present):** Empowered L1 support teams by automating tasks and documentation, increasing autonomy by 70% and reducing L2 dependency.
- **New Joiner Onboarding Kit (2023–Present):** Orchestrated a **centralized** knowledge base using Confluence, reducing new hire onboarding time by 40% and improving **cross-team knowledge** sharing for 25+ employees.