# Shubham Prashant Patil

## DevOps Cloud Engineer

Dublin | 353-0892076791 |patilshubham007@gmail.com | LinkedIn |Eligible to work full time

## PERSONAL SUMMARY

A diligent DevOps cloud engineer and cloud computing master's student with two years of professional work experience in AWS web development, deployment services AWS, EC2, and Networking core concepts, including the TCP/IP, HTTP/S, SDN, DNS. Maintained and developed the environments used to create, deliver and host core business applications by supporting scheduling, coordination, and management of releases for all applications in QA and Production environments. Experienced in incident management, system monitoring, verifying the integrity and availability of the systems and applications, data protection, and disaster recovery.

## TECHNICAL SKILL SET

**Core Skills:** Cloud Computing, Continuous Integration & Delivery, Configuration Management, Cloud operations, incident management, Site reliability, Security Vulnerability, DevOps & Agile principles, Amazon Web Services.

**Technical Skills:** Microsoft Office Suite, SQL, MongoDB AWS EC2, S3, Code Pipeline, Lambda, Elastic Beanstalk, Route53, CloudWatch, SNS. Python- Django Framework, Shell Scripting, Bash, Terraform, Docker, Jenkins, GitHub.

## WORK HISTORY

### Tech Mahindra Limited
**Associate Software Engineer**                                                                 Aug 2019- Dec 2021
An AWS DevOps engineer at Tech Mahindra supporting global clients in CRM cloud infrastructure management

- Driven AWS cloud support projects that improve support-related processes and the customers' technical support experience in using AWS EC2, ELB, RDS, S3, and Cloud Watch in the CRM space.
- Analysed recurring technical issues and root causes to identify fault line trends and develop improved solutions to minimise incidents as a second line of support for the Siebel Cloud project.
- Provided expert solutions in the  cloud and virtualisation products such as VMware, KVM, XenServer, AWS, and CloudStack and resolved the key technical challenges within the SLA.
- Performed technical troubleshooting (Linux / Window), delivering guided documentation on connectivity issues; fundamental understanding of the internet TCP/IP, HTTP/S, SDN, and DNS.
- Built S3 buckets and used S3 buckets for storage and backup on AWS for clients in India and the US in application and server infrastructure projects.
- Supported the client cloud platforms on a day-to-day basis leading change development and delivery through the CI/CD pipeline to solve complex and mission-critical problems.
- Initiated and implemented alarms in cloud watch for monitoring the 70+ server's performance, CPU utilisation, Disk Usage etc., to take recommended action for better performance.
- Monitored the Jenkins Pipeline automation through dashboard alerts and utilised Jira & Remedy for issue tracking, updating technical support comments, and monitoring enterprise health.
- Wrote shell scripts for monitoring the platform and collecting different information for Adhoc reports while planning and managing servers for patching, upgrades etc.

Achievements:

- Automated minor daily deployment releases and 60+ server monitoring tasks by taking the initiative and implementing the AWS Code pipeline through a 30-second reload health check single page.
- Tickets Resolutions: Maintained a 98% ticket resolution within the SLA and with a 95% CSAT record.
- Advance resolution: Resolved the most advanced system complexities and troubleshot the tickets, and maintained less than 1% of reopened tickets.

## Experts Hub Industry Skill Development Center
Intern                                                                                          Aug 2018 – Sept 2018

A software intern at EHISDC Pune, learning and building web applications using HTML, Django, SQL, and Flask

- Developed two web apps for EHISDC to identify fake Twitter accounts and display selective Customer master data using Flask, Django, Dockers, SQL, and HTML.
- Built a native RESTFul API with The Django Rest Framework Using Python to store metadata and connected the API to web applications by confirming with Postman API for smoother data requests.

## ACADEMIC PROJECTS

### Amazon Web Services-based web application built using Python and Django:

- Developed an interactive web application using Django Framework and deployed it on Amazon Web Services public cloud using AWS Elastic Beanstalk, AWS Code Pipeline, and Sonar Cloud

### Developed a website as local swimmers society using REACT JS and Amazon Web Services:

- Built a website for local swimmers society using REACT JS and deployed it using S3, Route53, and Cloud Front. Here, two S3 buckets were created, one for redirecting traffic to the original website and the other as a host.
- Utilized Cloud Front and Route53 for DNS services, as well as the AWS Certificate Manager to acquire HTTPS.

## LICENSES & CERTIFICATIONS

 AWS Certified Solutions Architect – Associate - Amazon Web Services (AWS) Issued Oct 2022 - Expires Oct 2025.

## EDUCATION

### Master of Science in Cloud Computing                                               2022 - 2023
National College of Ireland, Dublin, **Grade:** 1.1 (Expected)
**Core Modules:** Cloud Architectures, Cloud Platform Programming, Cloud DevOpsSec, Scalable Cloud Programming, Research in Computing, Fog and Edge Computing, Data Governance, Machine Learning.

**Dissertation (Ongoing):** Security Vulnerability Detection with Enhancing Privacy Preservation for Edge Computing Using Hybrid Machine Learning Approach.

### Bachelor of Engineering in Computer Engineering                                     2016 - 2019
Savitribai Phule Pune University, **Grade:** 1.1
**Core Modules:** Information Systems, Computer Architecture, Operating Systems, Database Management, Software engineering, Engineering Mathematics, Data warehousing & mining.