

# SURYA RAMAN

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## Education

**Vellore Institute of Technology**

*Bachelor of Science in Computer Science*

**Sep. 2018 – June 2021**

*Vellore, TamilNadu*

## Relevant Coursework

- Programming Algorithms
- Cloud Computing
- Software Methodology
- Database Management
- Data Structures
- Software Lifecycle

## Experience

**Amdocs Ltd, Telecommunications Company**

**July 2021 – Present**

*Technical business and operations Analyst*

*Pune, Maharashtra*

- Developed a Automated tool using **Bash Scripting** to automatically perform a set of unit tests daily on a Production in Operations in order to decrease time needed for team members to identify and fix bugs/issues.
- Configured the **script to handle edge cases, maintain detailed logs**, and send notifications to Slack channels for critical server health issues which Reduced server downtime by 25 percent and streamlined maintenance processes
- Reduced manual intervention by **80 percent** and improved system uptime and backup efficiency.
- Ensured script compatibility across multiple Linux distributions and integrated it into the CI/CD pipeline.
- Gained hands-on experience with **SQL**, Including querying databases, performing data manipulation, and generating reports for data analysis.
- Collaborated with DevOps teams to **design, deploy, and manage AWS cloud infrastructure using Terraform**, reducing manual effort by 40 percent and minimizing service mismanagement risks by 75 percent in production.
- **Developed high-demand Terraform scripts** to streamline deployment processes, significantly reducing manual effort and minimizing errors during deployment windows.
- Managed and orchestrated containerized workloads using **Kubernetes** and **Docker**, ensuring seamless deployment, scaling, and monitoring in production environments.
- Streamlined operational workflows by **implementing Kubernetes clusters and automating deployment pipelines**, reducing downtime and increasing system reliability.
- Collaborated with Devops team to optimize CI/CD processes, leveraging **Docker images and Kubernetes** for consistent and efficient application delivery.
- Automated CI/CD pipelines using **GitHub Actions**, integrating with Kubernetes and Docker to enable **seamless builds, testing, and deployments**, reducing release cycles by 30 Percent.
- Implemented version control best practices with Git, ensuring efficient collaboration, branch management, and code review processes across development and operations teams.
- In **Cloud Infrastructure Management And Optimization**: Proficient in designing, deploying, and managing scalable AWS cloud architectures using services like EC2, S3, VPC, RDS, and Lambda.
- Experience in cost optimization through resource tagging, auto-scaling, Reserved Instances, and using AWS Cost Explorer and Trusted Advisor.
- In **Automation and CI/CD Pipeline Implementation**: Skilled in implementing CI/CD pipelines using AWS services such as CodePipeline, CodeBuild, and CodeDeploy to streamline deployment processes.
- Automated infrastructure provisioning and configuration using Infrastructure as Code (IaC) tools like AWS CloudFormation and Terraform.
- In **Monitoring, Security, and Incident Management**: Expertise in setting up centralized monitoring and logging systems using AWS CloudWatch, CloudTrail, and third-party tools like Datalog
- Ensured security and compliance by managing IAM policies, configuring WAF and GuardDuty, and implementing automated backup and disaster recovery plans.
- Developed and maintained real-time monitoring dashboards using **Grafana and Kibana** to visualize system performance, application metrics, and log data, enabling proactive issue identification and resolution.
- Integrated Grafana and Kibana with data sources like **Elasticsearch, Prometheus, and CloudWatch to centralize monitoring**, track SLAs, and improve troubleshooting efficiency across distributed systems.

## Technical Skills

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**Languages:** Python, HTML/CSS, SQL  
**Developer Tools:** VS Code, AWS Cloud9  
**Operating System:** Linux  
**Version Control System:** Git, Github  
**CI/CD :** Jenkins, Github Actions  
**Configuration management Tools:** Ansible  
**Cloud Platforms:** Amazon web service (AWS)  
**Containerization and Orchestration Tools:** Docker, Kubernetes  
**Infrastructure as Code IAC Tools:** Terraform, CloudFormation  
**Monitoring and Logging Tools:** Grafana, Kibana, Prometheus  
**Scripting:** Bash  
**Collaboration and Agile Tools:** Jira, Slack, Confluence  
**Others:** Problem Solving and Critical Thinking

## Achievements / Certifications

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- \* Awarded "Best Employee of the year" in 2023 Under the Rewards and Recognition (RNR) program for exceeding performance goals, driving process improvements, and demonstrating exceptional teamwork.
- \* Certified Kubernetes Application Developer (CKAD) – The Linux Foundation - March,2024
- \* HashiCorp Certified: Terraform Associate – HashiCorp. - June,2024
- \* AWS Certified Cloud Practitioner (CCP) – Amazon Web Services (AWS) - December-2022