Vishvanath Patil

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# Senior Cloud Support & DevOps Engineer

Hands-on Cloud and DevOps Engineer with 6.7+ years of experience in AWS Cloud, infrastructure management, and Linux administration. Strong expertise in building and maintaining scalable, reliable, and secure environments using AWS services, CI/CD, and observability tools. Blends DevOps, SRE, and Cloud Support experience to ensure uptime, compliance, and performance at scale.

# Core Competencies

Cloud Platforms: AWS (EC2, VPC, S3, IAM, RDS, Route53, CloudWatch), GCP (exposure)  
Infrastructure Management: Manual provisioning, Terraform (basic exposure), AWS CloudFormation  
Containers & Orchestration: Docker, Kubernetes (EKS), Helm  
CI/CD & Automation: Jenkins, ArgoCD, GitHub Actions, AWS CodePipeline  
Monitoring & Observability: Prometheus, Grafana, Loki, CloudWatch, NewRelic (familiar)  
Scripting & Programming: Python, Bash, Shell  
Operating Systems: Linux (RedHat, Ubuntu, Amazon Linux, CentOS)  
Security & Compliance: IAM, MFA, CIS benchmarks, TerraPay internal SOC2/ISO27001 compliance framework  
Version Control: Git, GitHub, SVN  
Databases: PostgreSQL (basics), MySQL  
Other Tools: AWS Workspaces, AWS Systems Manager (SSM), CloudWatch Logs Insights, Ansible (familiar), Google Workspace

# Professional Experience

## TerraPay, Bengaluru — Senior Cloud Support Engineer

Feb 2024 – Present  
- Provide end-to-end AWS cloud infrastructure support for TerraPay’s global payment systems.  
- Manage and manually provision AWS resources (EC2, RDS, IAM, S3, VPC) per environment requirements.  
- Streamline deployment workflows using Jenkins and ArgoCD, improving release stability.  
- Troubleshoot and resolve production issues across EC2, networking (VPC, NACLs, peering), and load balancers.  
- Implement Prometheus + Grafana + Alertmanager stack for proactive performance monitoring.  
- Support TerraPay’s internal SOC2/ISO27001 compliance requirements through process alignment and audit documentation.  
- Develop Python and Shell scripts for automation, log parsing, and issue diagnostics.  
- Manage AWS Workspaces for global teams, handling user onboarding and policy configuration.  
- Monitor and analyze system events via CloudWatch Logs Insights, improving root-cause analysis speed.  
- Use AWS Systems Manager (SSM) for instance access, patching, and configuration management.  
- Maintain AWS Budgets and Cost Explorer dashboards, achieving 15% monthly cost optimization.

## Tata Consultancy Services (TCS), Bengaluru — DevOps Engineer

May 2022 – Jan 2024  
- Designed and maintained CI/CD pipelines for microservices using Jenkins and ArgoCD.  
- Built and managed EKS clusters with Ingress controllers and autoscaling policies.  
- Automated cost optimization using AWS Lambda and Python scripts.  
- Implemented Prometheus, Loki, and Grafana for observability and alerting.  
- Managed DNS and SSL automation using Route53 and ACM.  
- Strengthened IAM and security controls, ensuring policy compliance.  
- Integrated SNS/SQS event-driven communication for asynchronous service workflows.  
- Resolved high-severity incidents across distributed environments, improving availability.

## Alackrity Consoles Pvt. Ltd., Bengaluru — Network Engineer (Entry Level)

May 2018 – May 2022  
- Assisted in network setup, configuration, and troubleshooting for routers, switches, and firewalls.  
- Supported LAN/WAN connectivity, ensuring reliable branch and office operations.  
- Performed basic system administration for Linux and Windows servers.  
- Configured DHCP, DNS, IP routing, and VPN connections for internal users.  
- Helped manage Sophos firewall configurations and rule changes.  
- Monitored data center and DR site health using Zabbix and network alerts.  
- Created and maintained network topology and IP documentation.  
- Provided L1–L2 support for connectivity, access, and incident troubleshooting.  
- Gained initial exposure to AWS fundamentals and Jenkins CI/CD, forming the base for DevOps transition.

# Education

B.E. (Electronics & Communication Engineering) — Guru Nanak Dev Engineering College, Bidar (VTU)  
Diploma (Electronics & Communication) — J.N. Polytechnic, Thana Kushnoor

# Certifications

- AWS Certified Solutions Architect – Associate  
- Red Hat Certified System Administrator (RHCSA)  
- CCNA – Udemy  
- Core Java & Testing – Testing Campus

# Personal Information

Date of Birth: 10 Aug 1993  
Languages: English, Hindi, Kannada  
Marital Status: Married  
Current Address: Vijayanagar, Bengaluru

# Career Summary

Versatile Senior Cloud Support & DevOps Engineer with strong expertise in AWS, CI/CD, and Linux systems. Known for resolving critical production issues, driving operational excellence, and optimizing cloud performance. Experienced in TerraPay’s payment infrastructure and compliance-driven environments. Combines cloud operations, automation, and support expertise to deliver reliability and efficiency at scale.