

# SHIVAM PAL

Cloud & DevOps Engineer | AWS | Linux | Terraform | Automation

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## PROFESSIONAL SUMMARY-

Experienced IT support professional with 3+ years in systems and desktop operations, now building expertise in Cloud and DevOps engineering through hands-on work with Linux, AWS, CI/CD pipelines, and automation tools. Hands-on experience in, specializing in deploying, configuring, managing and secure cloud and on-premises infrastructures. Proficient in AWS services such as **EC2, S3, IAM, ECS, RDS and VPC**. Skilled in **Linux** across covering **installation, patching, user management, security handling**. Experienced in **performance optimization, system monitoring, backup strategies, and troubleshooting**, ensuring high availability. with strong problem-solving abilities and a passion for cloud technologies and automation (**Docker, CI/CD Pipeline, Terraform, Cloud Formation**)

## TECHNICAL SKILLS -

- Deployed and managed **EC2 instances** with **EBS volumes, EFS(Elastic file system), Snapshots, AMIs, and Elastic IPs**; optimized costs using **On-Demand, Reserved, and Spot instances**.
- Configured **EC2 Auto Scaling** with **Application Load Balancer (ALB)** to handle traffic spikes and **WAF**
- Configure and optimized **Amazon EBS volumes** based on workload performance requirement and cost .
- Designed and secured custom **VPCs** with **public/private subnets, Bastion Host, Security Groups, and NACLs**
- Configured **VPC Peering** connections to enable secure communication between multiple VPCs.
- Implement **VPN connections** to provide secure connectivity, Managed **Route53** hosted zones for DNS resolution.
- Deployed and managed **Internet Gateway and NAT Gateway** to enable controlled inbound and outbound traffic.
- Implemented **IAM policies, roles, and MFA** following least-privilege security across AWS accounts.
- Implemented and resolved issues with **AWS Root account Multi-Factor Authentication (MFA)**.
- Built and managed **S3 buckets** with **versioning, encryption, lifecycle policies**, and integrated with **Cloud Front**
- Configure **Requester Pays Buckets** to reduce cost, Use **Transfer Acceleration** to optimize global performance
- Implemented **CORS** for secure cross-domain access and **CRR** for multi-region replication in S3.
- Implemented **S3 Access Points** for secure object access, Configure and **Optimized S3 storage classes**.
- Designed, deployed, and managed containerized applications using **Amazon ECS (Fargate/EC2 launch type)** and **Amazon EKS**, ensuring high availability and scalability of microservices.
- Deployed **RDS (Multi-AZ)** and **DynamoDB databases** with **backups, read replicas, and scaling** for high availability and performance.
- Deployed a **static website** on **Amazon S3** with custom domain and **Cloud Front**.
- Automated monitoring using **Cloud Watch (alarms, logs, dashboards)**, **Cloud Trail (auditing)**, **AWS Config**
- Implemented **Amazon EFS** as a scalable server less file storage, attaching and mounting targets across multiple EC2 instance, Used **Ephemeral storage** for high-speed local caching.
- Migrated on-premises **virtual machines to AWS EC2** using VM Import/Export with secure S3 transfer.
- Setup and configured **Terraform** on local machine and **automate the infra** using **Terraform** and Cloud Formation.

## Linux System Expertise in AWS-

- Managing Installation and Configuration of **RedHat, Ubuntu**.
- Work with **hard links, soft links** and **inode management** for storage utilization.
- Configure **online/local** repositories and managed packages using **YUM, DNF, RPM, and APT**.
- **Booting Process:** Understood and managed GRUB, run level, systemd services and journal logs.
- Managed firewall rules using **firewalld** and handle **SELinux** policies
- Configured static **IPs, DNS, DHCP, hostname** and performed network diagnostics using **ping, traceroute** and **nmcli**.
- Monitored system performance with cli based commands **top, df, du, vmstat, iostat, free, uptime** and tool **zabbix**.
- Automate system tasks using **cron job scheduling** and **shell scripting** for backups, log rotation and health monitoring
- Managed **LVM creation, resizing, snapshots, extension, deletion, recovery, VG merge and VG export** on **ext4, XFS and swap** file systems.
- Perform system **Patching** and handled **OS Migration** and also resolve **GRUB RESCUE** and **KERNEL PANIC errors**.
- Setup **SSH** with **password less Authentication** by public and private keys.

- **Web server-** Configured and managed **Apache** and **Nginx** with **load balancing** and **Reverse proxy**
  - **Servers -** Configured and managed **FTP, SFTP, NFS, Auto fs** and **SAMBA** servers for secure file sharing.
  - **Storage -** Configured and managed **ISCSI** storage and **NAS** for centralized secure data storage
  - **Mail Server -** Configure and managed the **Zimbra Collaboration Suite**
  - **Virtualization-**Familiar with creating and managing **VMs** on **VMware ESXI** for testing environments
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## PROFESSIONAL EXPERIENCE-

### Desktop Support Engineer

Smart Tech Infosystem Pvt. Ltd – Gurugram

Sep 2024 – Present

- Monitored, patched, and troubleshooted Linux and Windows servers to ensure high availability.
- Performed system monitoring, backups, and basic security hardening.
- Worked with networking concepts including VPNs, firewalls, and access control.

### Desktop Support Engineer

Isourse Technologies Pvt. Ltd – Gurugram

Oct 2023 – Sep 2024

- Managed user access, permissions, and routine system maintenance on Linux and Windows servers.
- Proactively monitored server performance and responded to alerts.
- Supported application and server troubleshooting in production environments.
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### Desktop Support Engineer

DRC Enterprises – Kanpur

Jun 2022 – Sep 2023

- Installation & Configuration: Installed and configured network devices, set up network protocols, and managed secure network access for users and systems.
- Network Security: Implemented and maintained firewalls, VPNs, and security controls to protect the network from unauthorized access and cyber threats.
- Troubleshooting & Support: Diagnosed and resolved network connectivity issues, outages, and performance bottlenecks to ensure high availability and reliability.

## DevOps & Automation Skills-

- **Docker** - Deployed and managed containers, understanding about Docker file, and performed container lifecycle tasks
  - **Git and GitHub** - Version control basics, cloning repositories, staging, commenting changes and pushing to GitHub.
  - **MySQL**- Performed database operations including basic queries, user management, and backups.
  - **Ansible** - Understanding of fundamental Ansible concept such as playbooks, tasks, and ad-hoc commands
  - **CI/CD(Jenkins)** - Create and manage basic CI/CD pipelines using Jenkins.
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## Projects: -

### 1. Automated CI/CD Pipeline for Web Application

**Tools:** - Git, GitHub, Jenkins, Docker, Aws EC2

**Descriptions:** Designed and implemented an end-to-end CI/CD pipeline where Jenkins pulls source code from GitHub, builds Docker images, and automatically deploys the application on AWS EC2.

**Impact:** Eliminated manual deployments and significantly improved deployment speed and reliability.

**Link-** [Online Food Ordering Website](#)

### 2. Retail App Sample (Cloud-Native DevOps Project)

**Tools:** Docker, Kubernetes (EKS), Terraform, Argo CD, GitHub Actions, AWS

**Description:** Deployed a microservices-based retail application on AWS EKS using Terraform for infrastructure, Docker for containerization, and Argo CD with GitHub Actions for GitOps-based CI/CD and automated deployments.

**Impact:**

- Enabled fully automated, scalable deployments using GitOps and CI/CD
- Improved deployment reliability and rollback through Argo CD
- Demonstrated production-ready DevOps skills with Kubernetes, Terraform, and AWS

**Link:** [Retail App Sample](#)

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## CCNA SKILLS-

- Knowledge of **IP ADDRESSING** and **SUBNETTING**.
  - Knowledge of routing protocols: - **RIP, EIGRP, OSPF**.
  - Familiar with **TCP/IP** and **OSI model**.
  - Knowledge of **VPN**, Knowledge of **NAT**.
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## MICROSOFT SKILLS-

- Knowledge of **MICROSOFT SERVER 2012, 2016 and 2019**.
  - **Active Directory, DC, ADC, CDC.** IIS (Web Server).
  - Transfer and seize of **FSMO ROLES**.
  - Manage Microsoft **DHCP** and **DNS SERVERS**.
  - Knowledge of **GPO POLICY** and **OU**.
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## EDUCATION-

Bachelor of Science in Information Technology (**B. Sc IT**)  
Chhatrapati Shahu Ji Maharaj University (CSJMU), Kanpur

**2022 - 2025**

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## CERTIFICATIONS-

- Azure Administrator (**AZ-104**)
- CCNA (Cisco Certified Network Associate)
- MCSA (Microsoft Certified Solutions Associate)