

# Aashutosh Dahal

+16464724688 | aashutoshdahal268@gmail.com | <https://www.linkedin.com/in/aashutosh-dahal-531297216/>

## Summary

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Aspiring DevOps Engineer with solid foundation in IT support and system engineering, developed through impactful internships and academic projects. Equipped with strong troubleshooting skills and automation experience, motivated to drive security and issue resolution for effective platform engineering.

## Education

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### University of New Mexico

BS, Computer Science, Mathematics

Aug 2021 - Dec 2024

## Work Experience

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### University of New Mexico - College of Pharmacy

New Mexico

IT Support Tech

Jul 2023 - Present

- Improved technical support for over 100 end users, reducing average resolution time by 25% through effective troubleshooting and policy implementation, thereby enhancing the organization's ability to manage trouble tickets efficiently.
- Enhanced security by reimaging and updating 200+ computers, resulting in a 20% reduction in security vulnerabilities, aligning with the implementation of technology to monitor and manage risks.
- Optimized AV/IT equipment maintenance, managing devices including projectors, microphones, and video-conferencing systems. These actions contributed to reducing equipment downtime by 30%, ensuring smooth operational functionality.
- Secured data protection for 2000+ users by creating and managing security groups and policies in Active Directory, reinforcing foundational security administration through structured management protocols.
- Increased administrative efficiency by 40% through PowerShell scripts, automating tasks such as security group management, group modifications, permission settings, demonstrating capabilities in scripting automation for process enhancements.

### Varosha Technology

System Engineering Intern

Jun 2023 - Jan 2024

- Increased code quality by 40% by developing and maintaining a CI pipeline utilizing AWS self-hosted runners and GitHub-hosted Ubuntu runners with automation in CD processes, showcasing strong proficiency in scripting and CI process.
- Reduced operational costs by 25% by designing and deploying scripts for managing AWS resources including EC2 instances, S3 buckets, Lambda functions, and IAM users, demonstrating adeptness in troubleshooting and automation.
- Enhanced system reliability by 30% through creating monitoring tools for real-time visibility, proactively identifying and resolving potential issues, highlighting skills in problem-solving and technical system management.
- Boosted system functionality and user experience by integrating new features into existing systems, using a multi-faceted approach that leverages collaboration and technical solutions during two-week sprint cycles.
- Reduced server downtime by 20% by diagnosing and resolving production issues, following detailed system log analysis and implementing effective solutions to minimize server disruption impacts, emphasizing strong technical troubleshooting skills.

## Projects

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### JAVA CI/CD with Kubernetes and ArgoCD

Jun 2023 - Jan 2024

- Automated the SDLC by engineering a Jenkins pipeline, improving efficiency by 30%, from build to deployment.
- Ensured high code quality with Maven for build automation and SonarQube for static analysis, reducing bugs by 20%.
- Achieved scalable deployments by deploying a containerized application to a Kubernetes cluster using Helm charts, enhancing the system's ability to handle a 50% increase in user traffic.
- Streamlined CD by leveraging ArgoCD for GitOps updates, reducing manual updates to the Kubernetes cluster by 40%.

### AWS EC2 Instance Manager Using AWS CLI and Python Boto3

Jun 2023 - Jan 2024

- Boosted operational efficiency by 35% through the creation of functionalities for starting, stopping, and terminating EC2 instances, automating routine tasks.
- Refined instance monitoring by implementing real-time status reporting, providing detailed information on instance states, including IP addresses, which reduced response time to system alerts by 25%.

## Skills

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**Technical Skills:** Operating Systems: RHEL, Ubuntu, Windows, MAC; Virtualization: VMware, Docker, Kubernetes; Web-services: Django, JSON, XML, REST; Cloud Platforms: AWS; Automation: Bash, Python, YAML; Infrastructure & Configuration: Ansible, Terraform; Version Control: Git

**Soft Skills:** Collaboration and Teamwork, Effective Communication, Attention to Detail, Continuous Learning and Self-Improvement, Adaptability and Flexibility, Problem Solving and Critical Thinking, Time Management and Prioritization