

## PROFILE

Commerce graduate with Management Honors turned tech-driven problem solver. I bring a unique blend of business understanding and hands-on experience in DevOps, data/business analytics, and technical support. Passionate about automation, efficiency, and data-driven insights, I thrive in cross-functional environments where technology meets real-world impact. Open and available to join exciting opportunities where I can contribute, grow, and make a difference.

## EDUCATION

- M.Com - 2016 – 2018

## KEY - SKILLS

### DevOps & Cloud Tools:

CI/CD, Docker, Kubernetes, Jenkins, Terraform, Ansible, AWS, CircleCI, GitHub/GitLab, IaC, Linux (Ubuntu)

### Monitoring & Automation:

Grafana, Prometheus, Shell Scripting, Python, Serverless Architecture

### Analytics & BI Tools:

SQL, Power BI, Tableau, MS Excel, Financial Reporting, Business Intelligence

### Project & Support:

Project Management, Cost Optimization, Customer Service, Technical Support, CRM, Jira, Documentation

### Soft Skills:

Problem Solving, Communication, Team Collaboration, Adaptability, Attention to Detail

## EXPERIENCE

### Administrative/Technical Support Intern:

- Provided administrative, customer, and technical support services, contributing to smooth and efficient office operations.
- Monitored and updated servers, handled client communications, performed data entry, and prepared documents to enhance service quality.

## PROJECTS

### Streamlined Workflows with AWS Tools:

- Achieved 30% time savings in DevOps workflow using AWS tools.
- Reduced deployment errors and downtime by 60%.
- Improved team efficiency by 35% through automation.

### Serverless Task Master Application:

- Developed a serverless Task Master app integrating AWS and GitHub.
- Reduced development cycle duration by 30% and deployment costs by 25%.

### End-to-End CI/CD Implementation:

- Proficiently used Kubernetes, Docker, and Django to enhance application efficiency by 40%.
- Reduced deployment time by 30% and enabled scalability.

### Automating Infrastructure with Terraform:

- Constructed scalable infrastructure using Terraform modules, achieving 50% cost savings.
- Reduced infrastructure management time by 30% and downtime by 40%.

## CERTIFICATIONS

- Deloitte Data Analytics Virtual Experience Program
- Advanced DevOps Course
- Python for DevOps
- Computer Networking