

# ASHISH TIWARI

SENIOR CLOUD ENGINEER / DevOps

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## SUMMARY

With over 12+ years of experience in IT Operations & Server Administration and 5+ years in Cloud Computing, I've played a vital role in Kwebmaker Digital Agency's success. Proficient in Windows, Linux/Unix, AWS, GCP, Azure, and client servicing, I'm passionate about driving innovation in Cloud Engineering. Throughout my tenure, I closely collaborated with brands like Mastek, Astral Ltd, Baggit, GJEPC Event, TimesPro, NMIMS, JM Finance Ltd, EY, AstaGuru, Phoenix, IdeaForge, and 150+ others.

## SKILLS

- Cloud AWS / Azure / GCP
- AWS Lightsail / DigitalOcean
- Apache / Nginx / IIS
- Windows / Linux Servers
- DevOps
- Docker / ECS
- K8's / EKS
- SSL Installation / ServerSecurity
- Server Migration / Setup / AMC
- Grafana Loki and Promtail
- Git / Gitlab / Git hub
- Backup & Recovery
- Networking & Protocol
- Terraform / Ansible
- Jenkins
- IT Operation / Client Servicing
- G-Workspace/ Zoho /Office 365
- Cloudflare / Sucuri / CloudFront
- Python Basic Shell / Bash Scripting
- Presales & After Sales & Service

## WORK EXPERIENCE

### • CentriLogic, Inc.

August 2025 - Present

#### Senior Cloud Infrastructure Administrator

As a Sr. Cloud Infrastructure Administrator, I manage and maintain cloud infra., ensuring smooth operation of Web/app & services.

- Providing up to and including 3rd level ticket support to resolve problems on internal and customer systems, including on-call support.
- Managing EKS clusters and resolving issues as they arise.
- Updating EKS clusters and nodes, including patching through Terraform.
- Communicating with the technical team and customers, in a timely and effective manner.
- Participating in change management procedures.
- Supporting the installation and onboarding of servers, configuring hardware, applications, services, and storage in accordance with best practices and project/operational requirements.
- Updating existing infrastructure with the support of the Cloud Engineering and Cloud Delivery teams.
- Creating and maintaining configuration procedures, Operations Manual, and online customer information to help support hand off to Service Assurance.
- Supporting and understanding monitoring solutions (LogicMonitor, Azure Monitor, AWS CloudTrail, OCI Monitoring service).

### • Kwebmaker Digital Agency

#### Senior Cloud Engineer / DevOps

April 2021 - July 2025

As a Senior Cloud Engineer at Kwebmaker, I manage and maintain cloud infrastructure, ensuring smooth operation of web-app and services.

##### Cloud Server/Resources Provisioning:

- - Provision and configure cloud resources across AWS, Azure, and GCP, ensuring optimal performance, scalability, and security.
- - Deploy and manage virtual machines, containers, and serverless resources with appropriate networking, storage, and security configurations.
- - Implement auto-scaling groups and load balancers for high availability.

##### Project Dockerization and Deployment:

- - Containerized applications using Docker, ensuring consistency across development, testing, and production environments.
- - Created and optimized Dockerfiles and Docker Compose configurations for multi-service applications.
- - Deployed containerized applications on Kubernetes clusters across multiple cloud platforms.
- - Orchestrated deployments using Kubernetes with ArgoCD, and CI/CD pipelines for automated releases.
- - Utilized Docker/K8's volumes and bind mounts for persistent storage management in containerized environments.

##### • Infrastructure Automation and CI/CD Pipelines:

- - Set up and maintain CI/CD pipelines using Jenkins, and GitHub Actions to automate code deployment and testing.
- - Used infrastructure-as-code (IaC) tools like Terraform and Ansible to automate cloud resource provisioning and configuration management.

- **Backup and Disaster Recovery:**
  - Configure automated backup solutions for cloud instances, databases, and storage using native and third-party tools.
  - Develop and maintain backup policies to ensure data integrity and quick recovery.
- **Security and Compliance:**
  - Enforce security best practices by managing IAM roles, policies, and access controls across cloud platforms.
  - Implement SSL/TLS certificates, firewall rules, and security groups to protect cloud environments.
  - Monitor and respond to security incidents and vulnerabilities.
- **Server Administration and Optimization:**
  - Administer Linux and Windows servers, including patching, performance tuning, and troubleshooting.
  - Optimize server configurations for improved resource utilization and cost efficiency.
  - Perform regular system health checks and monitoring using tools like Grafana, Loki, and Promtail.
- **Collaboration and Support:**
  - Work closely with development and operations teams to support application deployment and maintenance.
  - Provide technical support, troubleshoot issues, and collaborate with cross-functional teams for continuous improvement.

### **Cloud Support Engineer**

**April 2018 - March 2021**

- Assisted in managing and maintaining cloud infrastructure across AWS to ensure stable, secure, and efficient operations for web applications.
- Provisioned and configured virtual machines and managed services, supported load balancer and auto-scaling configurations.
- Installed, configured, and maintained Windows and Linux servers, performed software installations based on system requirements.
- Managed and configured web servers including Nginx, Apache2, and IIS for application hosting.
- Configured and maintained IAM roles, policies, and security groups, assisted with SSL/TLS certificate setup and renewals.
- Used cloud-native monitoring tools (CloudWatch) to track performance and respond to alerts.
- Performed routine backups for servers, databases, and storage; assisted in service restoration during incidents.
- Collaborated with development teams for application deployment; documented configurations and operational procedures.

### **Senior System Administrator**

**March 2015 - March 2018**

- Collaborating with cross-functional teams to address technical issues and support IT infrastructure needs, providing maintenance for application servers, security appliances, storage, and network. Developed SOPs for technical support, enhancing efficiency and customer satisfaction. Implemented monitoring systems for timely issue resolution. Maintained client relationships, improved data security with backup systems, and monitored performance. Managed networking issues,
- contributed to architectural refinement, and maintained Internet-facing environments. Conducted daily duties including
- backups, maintenance, patching, automation, and troubleshooting, while configuring environments based on requested changes.

### **System Administrator**

**April 2012 - March 2015**

- Managed company's Client server infrastructure for high availability & performance.
- Oversaw website, app, ecommerce hosting, domain registration, email services.
- Installed & troubleshooted Windows & Linux/Unix Server OS.
- Implemented firewall rules & security measures.
- Conducted backups & disaster recovery planning.
- Provided timely technical support.
- Maintained user accounts & access privileges.
- Monitored system performance & resolved issues. Fixed server, email, domain, web-based issues via ticket-based system & calls.

### **Chepuri Arts**

#### **Marketing Executive**

- Approach Clients
- Daily followups on enquiries
- Give Best services to clients
- Manage Payroll
- Quality Check
- Manage Client Minutes of Meeting

**October 2010 - March 2012**

- **Godfrey Phillips India Limited**

April 2010 - September 2010

**Marketing Executive**

- Worked as a Marketing Executive
- Introduction of the Product to Customers and Retailers
- Direct Sale Product to Customers and Retailers
- After Sales and Service take review of that particular product
- Daily work update to senior team leader

## **E D U C A T I O N**

**Bachelor's of Commerce**

University of Mumbai - 2015

## **C E R T I F I C A T I O N S**

- AWS Certified SysOps Administrator - Expiry 20/05/2028
- AWS Certified Solution Architect - Expiry 28/12/2027
- AWS Devops Pro - iNeuron.ai
- Email Marketing Certified - HubSpot Academy
- Amazon Web Services Cloud Practitioner - Udemy, Inc.
- Red Hat Certified System Administrator (RHCSA) - CMS IT Services.
- Red Hat Certified Engineer (RHCE) - CMS IT Services.
- Microsoft Certified Systems Administrator - CMS IT Services.