**BHARATH GIDIGE**  
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**Professional Summary**

DevOps Engineer with 2.7 years of IT experience at Tata Consultancy Services (TCS) in a Cisco Voice Support role, now transitioning into cloud and automation. Skilled in CI/CD using Jenkins, infrastructure provisioning with Terraform, containerization with Docker, and orchestration using Kubernetes. Proficient in deploying workloads with Helm and ArgoCD, and implementing monitoring using Prometheus and Grafana. AWS Cloud Practitioner certified with a strong foundation in networking, Linux systems, and automation practices.

**Professional Experience**

**L2 Infrastructure Support Engineer (Networking & DevOps Trainee)**  
**Tata Consultancy Services (TCS)** – Hyderabad  
*09/2022 – Present (2.7 Years)*

* Provided L1/L2 support for Cisco Voice and networking technologies including CUCM, SIP, and VoIP.
* Diagnosed and resolved infrastructure-level voice and network issues across global enterprise environments.
* Developed detailed SOPs and knowledge base articles to support recurring operational issues.
* Gained exposure to Linux, shell commands, and basic server-side troubleshooting.
* Actively upskilled in DevOps tools and applied them in internal labs and self-driven projects.

**DevOps Projects**

**1. CI/CD Pipeline with Jenkins & GitHub**

* Built a Jenkins pipeline integrated with GitHub to automate build and deployment of a Node.js application.
* Configured webhooks for automatic triggers and deployed via shell scripting.

**2. AWS Infrastructure Automation with Terraform**

* Provisioned EC2, S3, and IAM roles using modular Terraform code.
* Used remote state management with AWS S3 and DynamoDB for collaboration and consistency.

**3. Kubernetes Deployment with Helm & ArgoCD**

* Containerized and deployed applications using Helm charts in a local Kubernetes cluster.
* Implemented GitOps workflows with ArgoCD for declarative deployment management.
* Configured PersistentVolumeClaims for data storage and reuse.

**4. Monitoring with Prometheus & Grafana**

* Set up monitoring stack in Kubernetes to track resource usage and app metrics.
* Created dashboards in Grafana for CPU, memory, and pod health metrics.

**Certifications**

* **AWS Certified Cloud Practitioner**  
  [View Badge](https://www.credly.com/badges/58c927a2-4546-4597-9ed3-8635dac1e848/linked_in_profile)

**Achievements**

* Recognized as part of the **“Best Performing Team”** at TCS for outstanding performance and contribution.
* Played a key role in maintaining high service availability and client satisfaction across critical voice infrastructure.

**Education**

**Bachelor of Engineering – Civil Engineering**  
Matrusri Engineering College

**Intermediate – MPC**  
Sri Gayatri Junior College

**High School**  
Manasa High School