**JOB 1:** DEVOPS ENGINEER

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Philip Antony

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EDUCATION

Btech from Anglia Ruskin University,London

2010-2014

High School:

St Michael's High School

Proactive and results-driven DevOps Engineer with over 10 years of IT experience and 5 years in Devops by designing, implementing, and maintaining scalable, secure, and highly available cloud infrastructure. Expertise in CI/CD pipelines, container orchestration, and monitoring large-scale distributed systems. Passionate about streamlining development and operations processes for faster and more reliable deployments.

**My present company** is Cloud Source Technologies working as Devops Engineer from July 2020 till now

Below are my day to day activities

▪ Creating Kubernetes cluster in AWS EKS using Terraform  
 ▪ Creating Kubernetes cluster RKE in Rancher using Terraform  
 ▪ Creating Deployment pipelines in Gitlab  
 ▪ Log Configuration using EFK(ElasticSearch,fluentd and Kibana)  
 ▪ Log configuration using Loki with storage in S3  
 ▪ Enable Prometheus monitoring using CRD resources  
 ▪ Implementing Security in AWS by using WAF,Shield,AWS Guard duty. ▪ Enabling Cloudfront for Content Management  
 ▪ Enabling IAM security credentials for AWS services and Resources ▪ Python boto3 scripts to ensure AWS resources are compliance  
 ▪ Using Ansible to automate manual tasks

**Worked as** worked as Senior Linux Administrator in Datum Technologies

from March 2017 till June 2020

Writing Ansible playbooks for automating deployments

Writing bash script for deployment

Performing docker deployment in Kubernetes environment

Creating servers in AWS using Terraform

Worked as Linux Administrator from March 2014 till Feb 2017 in phoenix Technologies and below were the tasks performed

Managing Linux servers

Configuration of FTP,SFTP and Yum

Application support of python and php

Hardening of server, kernel compilation

Automation of day to day tasks

COURSES / CERTIFICATIONS

Red Hat Certified engineer : License Number 1456782

Docker Administration from Linux Foundation : Cert Num: 782161

Network Associate cisco - License number 0712GT3

#### **Extracurricular Activities**

* **Speaker:** Presented "Scaling with Kubernetes" in my Company internal Symposium.
* **Mentor:** Trained junior engineers on CI/CD practices and containerization techniques.
* **Open-Source Contributor:** Actively contributed to Kubernetes Helm charts and Terraform modules on GitHub.

**JOB 2:** SOFTWARE ENGINEER

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### **John Doe**

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### **Summary**

Experienced Software Engineer with 6 years of expertise in designing, developing, and maintaining scalable web applications and backend systems. Proficient in modern programming languages, frameworks, and cloud technologies, with a strong focus on writing clean, maintainable code and optimizing system performance. Skilled in cross-functional collaboration and mentoring junior developers. Passionate about solving complex problems and delivering impactful solutions.

### **Technical Skills**

* **Languages:** JavaScript (ES6+), Python, Java, TypeScript, SQL, Go
* **Frameworks:** React, Node.js, Express, Django, Spring Boot
* **Databases:** PostgreSQL, MongoDB, Redis
* **Tools/Platforms:** Docker, Kubernetes, Jenkins, Git, Webpack, Nginx
* **Cloud:** AWS (EC2, S3, Lambda, RDS), Google Cloud Platform
* **Practices:** Agile/Scrum, Test-Driven Development (TDD), CI/CD, RESTful API Design

### **Experience**

#### **Senior Software Engineer**

**TechNova Corp, San Francisco, CA***March 2021 – Present*

* Led the development of a real-time analytics dashboard used by 1M+ users monthly, leveraging React and Redux for front-end and a Node.js/Express backend.
* Architected and implemented microservices for scalable API integrations, improving request handling time by 30%.
* Designed automated CI/CD pipelines using Jenkins and Docker, reducing deployment time by 40%.
* Mentored a team of 4 junior engineers, conducting code reviews and pair programming sessions to improve overall code quality.

#### **Software Engineer**

**InnovateX Inc, Seattle, WA***January 2018 – February 2021*

* Developed and optimized RESTful APIs for a high-traffic e-commerce platform, supporting 500K+ daily transactions.
* Improved database query efficiency by 25% through index optimization and query refactoring in PostgreSQL.
* Migrated legacy systems to a cloud-based infrastructure (AWS), achieving 99.9% uptime reliability.
* Collaborated with cross-functional teams to integrate machine learning models into production systems.

#### **Junior Software Engineer**

**CodeWave Solutions, Austin, TX***July 2016 – December 2017*

* Built reusable React components and modular CSS, improving UI/UX consistency across products.
* Wrote unit and integration tests for critical features, increasing codebase test coverage by 50%.
* Assisted in migrating monolithic architecture to a microservices framework, enabling faster development cycles.

### **Education**

**Bachelor of Science in Computer Science**University of California, Berkeley | Graduated: May 2016

### **Certifications**

* Meta Front-End Developer (Coursera)
* Certified Associate in Python Programming (PCAP)
* Certified Kubernetes Application Developer (CKAD)

### **Projects**

* **Event Planner App**: Developed a full-stack event management app using React, Node.js, and MongoDB; features include user authentication, real-time notifications, and calendar integration.
* **Sentiment Analysis Tool**: Built a Python-based tool to analyze social media sentiment using Natural Language Processing (NLP) techniques; deployed via AWS Lambda and API Gateway.

**JOB 3:** IT SUPPORT ENGINEER

### **James Smith**

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### **Summary**

Highly skilled IT Support Engineer with 5+ years of experience in troubleshooting, maintaining, and improving IT systems for organizations of all sizes. Proficient in providing Tier 1 to Tier 3 support, managing networks, and ensuring system uptime. Known for delivering excellent customer service and solving technical issues efficiently. Seeking to leverage expertise in IT infrastructure and user support to drive operational excellence.

### **Technical Skills**

* **Operating Systems:** Windows Server, Linux (Ubuntu, CentOS), macOS
* **Networking:** TCP/IP, DNS, DHCP, VLAN, VPN, Cisco switches/routers, Wi-Fi configuration
* **Software/Tools:** Active Directory, Microsoft 365, VMware, Hyper-V, ITSM Tools (Jira, ServiceNow)
* **Scripting:** PowerShell, Bash
* **Hardware:** Printers, Desktops, Laptops, VoIP Phones, Mobile Devices
* **Practices:** ITIL, Incident Management, SLA Adherence, System Monitoring

### **Experience**

#### **IT Support Engineer**

**TechSolutions Inc., Austin, TX***June 2020 – Present*

* Provided Level 2 and Level 3 technical support for 300+ end-users, resolving software, hardware, and network issues with a 97% resolution rate within SLA.
* Managed Active Directory accounts, including user onboarding, password resets, and group policy updates.
* Configured and maintained VPN solutions, enabling secure remote access for 150+ remote employees.
* Conducted root cause analysis on recurring incidents, implementing solutions that reduced ticket volume by 25%.
* Supported cloud-based Microsoft 365 applications, including email, Teams, and SharePoint, ensuring minimal downtime.

#### **Technical Support Specialist**

**GlobalNet Solutions, Dallas, TX***March 2017 – May 2020*

* Delivered Tier 1 and Tier 2 IT support for 500+ employees, resolving technical issues related to desktops, laptops, and mobile devices.
* Deployed Windows 10 across the organization, creating detailed documentation for users and ensuring a smooth transition with minimal disruptions.
* Configured Cisco routers and switches, improving office network stability and connectivity.
* Implemented ticket tracking system (ServiceNow) and improved average resolution time by 30%.
* Provided training to staff on basic troubleshooting techniques, reducing unnecessary support requests.

#### **Help Desk Technician**

**QuickFix IT, San Antonio, TX***June 2015 – February 2017*

* Diagnosed and resolved hardware and software issues for a variety of clients, maintaining a 98% customer satisfaction rating.
* Performed upgrades and repairs on desktops, laptops, and peripherals, extending the lifecycle of equipment.
* Installed and configured printers, VoIP phones, and other office equipment to ensure seamless operations.
* Documented all support requests in the ticketing system, creating a knowledge base for recurring issues.

### **Education**

**Bachelor of Science in Information Technology**Texas A&M University, College Station, TX | Graduated: May 2015

### **Certifications**

* CompTIA A+
* Linux Essentials (by Linux Professional Institute - LPI)
* CompTIA Network+
* Microsoft Certified: Azure Fundamentals

### **Key Projects**

* **Network Upgrade Project**: Planned and executed a full office network upgrade, including replacing outdated routers and switches, resulting in a 40% increase in network speed and reliability.
* **Remote Work Enablement**: Set up VPN and remote desktop configurations for a 100-person team during the pandemic, ensuring seamless productivity.