



# DHIRAJ JADHAV

Cloud DevOps Engineer

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## PROFESSIONAL SUMMARY

Cloud **DevOps** Engineer with around 4 years of experience in designing, automating, and maintaining cloud infrastructure. Hands-on experience in container platforms, CI/CD Pipelines, infrastructure configuration, automation, and monitoring. Eager to contribute technical expertise toward impactful, business-driven outcomes.

## CORE SKILLS

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| Cloud Platforms: Amazon Web Services ( <b>AWS</b> ), Microsoft Azure   | Security & Governance : Vault, Secret Manager, IAM, WAF, SCP   |
| Cloud Infrastructure Management: AWS EKS, AWS ECS  | Compute and Networking: <b>EC2, VPC, Load Balancers, Auto Scaling</b> , Systems manager, Patching, VPC Peering, Route tables, NAT Gateway, Endpoints, Route53, <b>Security Groups</b> , NACL's, Transit gateway, Gateway Load-balancer |
| CI/CD and Automation: Jenkins, <b>ArgoCD</b> , GitHub Actions, <b>Spinnaker</b>  | App Integration: API Gateway, Event Bridge, SNS, SQS, Lambda Function  |
| Containers and Orchestration: Docker, <b>Kubernetes</b>  | Application Onboarding: <b>Backstage (catalog, templates)</b>  |
| Kubernetes Troubleshooting and Optimization: <b>Helm, HPA, Istio, Karpenter, Crossplane</b>  | Storage and Databases: EBS, EFS, <b>S3</b> , RDS, DynamoDB, MySQL  |
| Configuration Management: Ansible  | Operating Systems: Windows, <b>Linux, MacOS</b>  |
| Programming Language: Python   | Collaboration Tools: GitHub, Jira, Confluence, Backstage TechDoc   |
| Monitoring and Logging: <b>Datadog</b> , Splunk, CloudWatch, Grafana, Dynatrace, <b>Cloudtrail</b> , Config, <b>Trusted Advisor</b> , Flexera, Certificate Manager (ACM) | Other tools: Certify, Venafi   |
| Infrastructure as Code (IAAC): <b>CloudFormation, Terraform</b> , Packer   |  |

## WORK EXPERIENCE

Technology Analyst [ <b>Infosys Ltd</b> ]	Apr 2025 - Present
Senior Systems Engineer [ <b>Infosys Ltd</b> ]	Jan 2024 - Apr 2025
Systems Engineer [ <b>Infosys Ltd</b> ]	Feb 2022 - Jan 2024

### Project #1

**Client:** Expedia Group | **Apr 2024 – Present**

**Role:** DevOps Engineer

#### Description:

**Expedia Group** is a global online travel technology company operating leading brands such as Expedia, Hotels.com, and Vrbo. Supporting 2000+ applications on AWS and Kubernetes

#### Roles & Responsibilities:

- Contributed to a **large-scale cloud-based travel and hotel booking platform**, supporting **2000+ applications** deployed on **AWS and Kubernetes**.
- Designed and managed scalable AWS infrastructure using **EKS, ECS, CloudFormation** and **Terraform** enabling reliability and high-availability.
- Built and maintained **CI/CD pipelines** using **Spinnaker, GitHub Actions, and Jenkins** to automate build and deployment workflows.
- Deployed and onboarded applications on **Kubernetes** using **Backstage templates**, ensuring standardized service creation.

- Troubleshoot and resolved **Kubernetes deployment issues** including **ImagePullBackOff**, **Initializing**, **CrashLoopBackOff**, **pod error states**, and **container termination issues (exit codes 1, 137, 143)** by logging into clusters and analyzing pod, node, and container logs.
- Resolved **OOMKill events**, **frequent pod restarts**, **readiness probe failures**, **503 errors**, **throttling**, and **node interruptions** through detailed root cause analysis.
- Investigated and fixed **latency**, **networking**, and **connectivity issues** impacting application performance and SLA compliance.
- Hands-on experience with Kubernetes ecosystem tools including **Helm**, **Istio**, **Vault**, **Crossplane**, **Karpenter**, **HPA**, **PDB**, and paved-road Helm services.
- Diagnosed and resolved **Kubernetes scheduling and infrastructure issues** such as **Karpenter disruptions**, **taint/toleration conflicts**, **node affinity issues**, **reserved provisioners**, and AWS quota limitations.
- Performed **Argo CD troubleshooting**, including sync failures, ApplicationSet, AppProject, and application registration issues via internal managed API dashboard.
- Executed **root cause analysis** using **Splunk**, **Datadog**, **CloudWatch**, Istio metrics, and cluster-level logs.
- Supported **progressive deployment issues and strategies** (canary rollouts and traffic shifting) to minimize downtime during releases.
- Resolved **IAM and AWS integration issues** involving **Crossplane**, **SNS**, **SQS**, and **S3**.
- Performed **pod-level debugging**, including endpoint validation using curl, firewall checks, and capturing **thread and heap dumps**.
- Leveraged **AI-assisted tool (ROVO)** to analyze Kubernetes issues, correlate logs and YAMLs, and generate remediation guidance.
- Built a **ROVO AI agent in JIRA**, significantly improving ticket triage and reducing resolution time.
- Investigated and resolved **Spinnaker pipeline onboarding issues** integrated with **Backstage** and **GitHub**.
- Supported **GitHub authentication and access issues**, including account suspension cases, by configuring **service accounts and PAT tokens**.
- Worked as **Shift Lead**, owning **MBR and WSR reporting** and stakeholder communications.

## Project #2

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**Client:** American Automobile Association (AAA) | **Oct 2022 – Apr 2024**

**Role:** DevOps Engineer

### Description:

AAA (American Automobile Association) is a national motor club federation in U.S and Canada serving 60M+ members; modernized operations using AWS Cloud and DevOps practices.

### Roles & Responsibilities:

- Installed, configured, and supported **security agents** (CrowdStrike, Flexera, Tenable) across **Linux and Windows** systems.
- Worked extensively with AWS services including **EC2**, **RDS**, **S3**, **Lambda**, **ELB**, **Auto Scaling**, **DynamoDB**, **SNS**, **SQS**, **Cognito**, **CloudWatch**, and **AWS Organizations**.
- Implemented **Infrastructure as Code (IaC)** using **AWS CloudFormation** for consistent and repeatable provision of resources.
- Managed **monitoring**, **logging**, and **alerting**, **resource tagging** using **CloudWatch**, **CloudTrail**, **VPC Flow Logs**, **Dynatrace**, **Splunk** and Tag editor.
- Performed **P1 incident triage and coordination**, working with cross-functional teams and AWS Support.
- Managed **Disaster Recovery (DR)** activities in collaboration with cross-functional teams.
- Maintained **runbooks**, **knowledge base**, and **vulnerability mitigation documentation**.
- Automated infrastructure using **Python** and **Lambda function** including application **health checks**, EC2 start/stop automation, log retention optimization, and alerting enforcement.
- Performed **monthly service reporting**, resource audits, and **cost optimization** using **AWS Trusted Advisor** and **billing dashboards**.

## Project #3

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**Client:** DirecTV (AT&T) | **May 2022 – Oct 2022**

**Role:** Cloud Infrastructure Engineer

### Description:

**DirecTV (AT&T)** is a leading U.S. digital TV provider; maintained secure, large-scale AWS infrastructure and optimized cloud deployments.

### Roles & Responsibilities:

- Developed an **AWS Lambda function triggered by EventBridge** to send daily subnet available IP reports via **SES**.
- Automated provisioning of AWS infrastructure including **VPC, subnets, IGW, NAT Gateway, route tables, EIPs, EC2, RDS, endpoints, and EKS clusters** using **CloudFormation**.
- Used **AWS Systems Manager** for patching third-party libraries, software, and applications.
- Leveraged **AWS CloudTrail** for security monitoring and user activity tracking.
- Renewed **application DNS certificates** proactively to prevent service downtime.
- Addressed **Trusted Advisor** recommendations across multiple AWS accounts to improve cost, performance, and security.
- Configured **Recycle Bin retention** for **AMI and EBS snapshots**.
- Enabled logging, dashboards, and alarms for **EC2, RDS, EKS, and VPC**.

### CERTIFICATIONS

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| • AWS Certified Solutions Architect – Associate ( <b>SAA-C03</b> )        | • Infosys Certified Associate in IaC using Terraform       |
| • Designing and Implementing Microsoft DevOps Solutions ( <b>AZ-400</b> ) | • Infosys Certified AWS DevOps Engineer - Professional     |
| • Microsoft Certified: Azure Fundamentals ( <b>AZ-900</b> )               | • Infosys Certified AWS Solutions Architect - Professional |
| • GitHub Actions  | • Infosys Certified AWS SysOps Administrator - Associate   |
|   | • Infosys Certified AWS Developer - Associate              |
|   | • Infosys Certified Python Programmer                      |

### AWARDS

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- **Rise Insta Award (2023 & 2024)**
  - Achieved 15% cloud cost reduction through optimization of unused apps, deployments, and orphaned resources, while being recognized for leadership, troubleshooting excellence, and driving automation improvements with positive client feedback.

### EDUCATION

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G. H. Raisoni Institute of Engineering and Technology, Pune  
**Savitribai Phule Pune University (SPPU)**

Jun 2018 – Sept 2021