



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

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

WORK EXPERIENCE

Technology Analyst [Infosys Ltd]	Apr 2025 - Present
Senior Systems Engineer [Infosys Ltd]	Jan 2024 - Apr 2025
Systems Engineer [Infosys Ltd]	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.

- Troubleshooted 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

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

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

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

AWARDS

- **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

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

Jun 2018 – Sept 2021