

Shivam Gangwar

Technical Solution Engineer → Cloud Engineer — 2.5 Years — Ericsson

Noida, India — +91-8171581235 — shivamgangwar29@gmail.com
LinkedIn — GitHub

SUMMARY

Technical Solution Engineer with 2.5 years of experience supporting large-scale production environments at Ericsson, currently transitioning into Cloud Engineering. Hands-on experience with Kubernetes, Docker, Linux administration, and CI/CD concepts through real implementation projects. Strong expertise in troubleshooting, automating operations, and improving system performance and reliability.

EXPERIENCE

Technical Solution Engineer

Ericsson, Noida

August 2023 – Present

Managed and supported production-grade NMS platforms for large telecom clients ensuring high system availability. Performed end-to-end troubleshooting in Kubernetes-based deployments; resolved pod failures, node issues, container crashes, networking errors, and service-level problems. Automated recurring operational activities and improved performance through proactive monitoring and root-cause analysis. Handled critical L3 escalations and collaborated with global teams to maintain reliability and stability of customer production systems.

PROJECTS

- **CI/CD Pipeline with Jenkins + Docker + AWS**

Built CI/CD pipeline using Jenkins Declarative Pipeline for automated builds and deployments; integrated GitHub for SCM automation; automated Docker image build, tagging, and deployment on AWS EC2 using Docker Compose. **Repo:** CI-CD Pipeline implementation

- **Microservices Application – Flask + Node.js (Containerized)**

Developed a microservices-based application with REST communication; containerized services using Docker; orchestrated with Docker Compose; maintained versioning and releases via GitHub and Docker Hub. **Repo:** Microservice Application

TECHNICAL SKILLS

DevOps: Jenkins, Docker, Kubernetes, CI/CD, Git, Ansible, Terraform

Cloud: AWS (EC2, S3, IAM, VPC)

Scripting: Python, Shell

OS: Linux (RHEL, Ubuntu)

EDUCATION

B.Tech, Electrical Engineering — NIT Hamirpur (2019 – 2023)

CGPA: 8.14

TRAINING & CERTIFICATIONS

Kubernetes & Helm — Instructor-Led Training

RHEL RHCSA Rapid Track (RH199)

CloudTrain DevOps Associate

Repo: Certificate PDFs