

George Tom

DevOps Engineer, Bangalore

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Dedicated DevOps professional with 2 years of hands-on experience in optimizing and streamlining IT operations. Now seeking a challenging role to leverage my experience and contribute to a dynamic team. Immediate joiner.

SKILLS

Cloud: AWS

Container Technologies: Docker, Kubernetes (**CKAD Certified**), OpenShift

Infrastructure as Code: Terraform

Scripting: Python, Shell

CI/CD: Jenkins, GitLab

Version Control: Git, GitHub, BitBucket

Monitoring: Prometheus, Grafana

Documentation: JIRA, Confluence

EXPERIENCE

2 YEARS

Amdocs, Pune - DevOps Engineer

January 2023 – January 2025

- Provided infrastructure support and continuous deployment for Amdocs customers and telecom giants such as AT&T, Vodafone Germany, Bell Canada, and Verizon utilizing Amdocs Cloud-Native Products. Successfully **closed over 100 DevOps support cases**.
- Automated common VMware EaaS cloud infrastructure issues using Python scripts and cloud REST APIs, **reducing developers' DevOps requests by 40%**.
- Automated disaster recovery for VMware EaaS Cloud with shell scripts, **eliminating manual backup effort**.
- Won the 2024 Amdocs Gen-AI Hackathon for "**Deployment Log Analysis & Suggestive Solution Using AI**," which minimized effort for known CD pipeline issues. Used GPT-4 model to analyze Jenkins Console Logs, find relevant solutions from Confluence, and email the build user with recommendations.
- This Gen-AI proof-of-concept **reduced common CD pipeline issues by 15 %** and was integrated into existing Amdocs CD pipelines.

- **Created monitoring dashboards and set up alerts** using Grafana and Prometheus to observe critical application and server metrics for self-hosted and on-cloud (AWS) JFrog Artifactory instances. Extensively used Python scripts to obtain custom application metrics via REST APIs.
- **Resolved high-severity production issues** for Amdocs' customers during critical application upgrades and deployments at every release.
- **Led knowledge transfer sessions** on Kubernetes and Continuous Deployment for new-joiners and **thoroughly documented DevOps best practices** on Confluence.

Amdocs, Pune – DevOps Internship

January 2023 – June 2023

- A six-month internship and training program at Amdocs for incoming college graduates, providing a rigorous training in the fundamentals of DevOps, Programming, Linux, and Cloud.
- The program culminated in a successful project demonstration and an assessment of skills.

EDUCATION

Vellore Institute of Technology (VIT Vellore)

July 2019 – May 2023

B. Tech., Electronics & Communication Engineering

8.77 CGPA

Relevant Coursework:

- Programming in Python
- Object-Oriented Programming
- Computer Communication

CERTIFICATION

CKAD: Certified Kubernetes Application Developer

Issued by The Linux Foundation, February 2025

Certificate ID: LF-rii85hg048

Skills certified: **Kubernetes, Docker, Linux, YAML, Helm**

