

# George Tom

DevOps Engineer, Bangalore

✉ [georgetom2000@gmail.com](mailto:georgetom2000@gmail.com) ☎ +91-9886317152 in [George Tom | LinkedIn](#)



Results-driven DevOps Engineer with 2 years of hands-on experience in automation, cross-functional collaboration, and deploying scalable infrastructure. Skilled in communication and problem-solving. Now seeking a challenging role to leverage my experience and contribute to a dynamic team. Ready to join immediately.

## TECHNICAL SKILLS

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**Cloud:** AWS

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

**Infrastructure as Code:** Terraform

**Scripting:** Python, Shell

**CI/CD:** GitHub Actions, Jenkins, Argo CD

**Version Control:** Git, GitHub, BitBucket

**Build Tools:** Gradle

**Monitoring:** Prometheus, Grafana

## EXPERIENCE

2 YEARS

**Amdocs, Pune - DevOps Engineer**

*January 2023 – January 2025*

- Skilled in deploying, managing, and scaling containerized applications using Kubernetes, especially on Open Shift Clusters and Amazon EKS.
- **Experienced in AWS cloud**, including VPC, EKS, ECS, Lambda, Load Balancers, Cost Optimization. Provisioned cloud resources using Terraform. Implemented Terraform state-file locking and remote backend using S3 bucket and DynamoDB.
- **Developed Python solutions** for typical VMware EaaS cloud issues, **reducing developers' DevOps requests by 40%** and eliminating manual effort.
- **Created monitoring dashboards and set 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, **increasing JFrog Artifactory availability by 25 percent**.
- Containerized microservices for 2 Java based development teams and **streamlined CI/CD pipelines**, resulting in faster build and deployment times.

- 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.
- Developed this Gen-AI proof-of-concept that **reduced common CD pipeline issues by 15 %** and was integrated into existing Amdocs CD pipelines.
- **Recognized for leading knowledge sharing sessions** on Linux, Docker, and Kubernetes for junior engineers. Thoroughly documented DevOps best practices and cloud-native product architecture.
- **Promptly resolved high-severity production issues** on Open Shift clusters during critical blue-green upgrades and deployments at every release, minimizing business impact.

#### Amdocs, Pune – DevOps Internship

*January 2023 – June 2023*

- Successfully completed a proof of concept for deploying containerized Amdocs applications on bare-metal Kubernetes clusters, **demonstrating significant cost-savings.**
- Developed shell scripts to monitor CPU and memory usage on critical Linux (RHEL) servers, **ensuring system stability.**
- Automated backup and restore procedures using shell and Python scripts for VMware’s EaaS cloud templates, **eliminating manual efforts for disaster recovery.**

#### EDUCATION

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**Vellore Institute of Technology (VIT, Vellore)**

*July 2019 – May 2023*

B. Tech., Electronics & Communication Engineering

8.77 CGPA

#### CERTIFICATION

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**CKAD: Certified Kubernetes Application Developer**

*Issued by The Linux Foundation, February 2025*

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

