

George Tom

DevOps Engineer, Bangalore

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

TECHNICAL SKILLS

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 AWS-hosted 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 two Java-based development teams and **streamlined CI/CD pipelines** resulting in faster build and deployment.

- 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 the above-mentioned 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

Vellore Institute of Technology (VIT, Vellore)

July 2019 – May 2023

B. Tech., Electronics & Communication Engineering

8.77 CGPA

CERTIFICATION

CKAD: Certified Kubernetes Application Developer

Issued by The Linux Foundation, February 2025

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

