Nagadev Vishwanath Janganure

+91 9986890806 | pnj9986@gmail.com | LinkedIn Profile

🎯 Objective

Aspiring to grow into a Senior Team Lead or Manager role in Cloud Operations and IT Infrastructure. Currently leading a Cloud Operations Support team at Amdocs Pune with a strong background in incident management, infrastructure monitoring, and AWS Cloud technologies. Overall, over 15 years of IT industry experience with expertise across monitoring tools, automation, and cloud-based deployments.

💼 Professional Summary

AWS Cloud

- 6+ years of experience
- Troubleshooting & Deployment
- EC2, VPC, EKS, Lambda, RDS, S3

AI-Assisted Development

- Cursor: AI chat, Composer mode
- Code generation & debugging
- Cloud deployment strategies

Infrastructure as Code

- Terraform
- CloudFormation
- CDK

CI/CD & Automation

- GitHub Actions
- GitLab CI
- AWS Code Pipeline
- Jenkins, Rundeck

Monitoring & Observability

- Prometheus, Grafana
- CloudWatch, ELK
- Micro Focus OVO

Container & Orchestration

- Kubernetes (EKS)
- Docker
- Container orchestration

DevOps & Scripting

- Bash scripting
- GitLab, Bitbucket
- Linux server management

Best Practices

- Security & Compliance
- Cost optimization
- High Availability design

15+ years Professional Experience

2022 – Present

Amdocs, Pune

Technical Analyst Team Lead | Vindicia

- Acted as Incident Manager for major and critical incidents ensuring timely resolution and communication. Acting SRE Lead to get the cloud-based applications up and running.
- Led technical bridge calls and coordinated with cross-functional teams to resolve high-priority incidents.
- Managed incident lifecycle including logging, classification, investigation, diagnosis, and resolution.

- Ensured compliance with SLA timelines and documented root cause analysis (RCA) for major incidents.
- Provided leadership during crisis situations and maintained communication with stakeholders and leadership teams.
- Lead cloud operations for deployment, automation, and incident response on AWS.
- Managed production infrastructure with a focus on availability, scalability, and cost-efficiency.
- Designed and implemented infrastructure monitoring using Prometheus, Grafana, and CloudWatch.
- Automated backup, alerts, and deployments using Jenkins, Rundeck, and AWS tools.
- Worked on EC2 provisioning, IAM management, SSL deployments, and DR snapshots.
- Maintained technical documentation and conducted Well-Architected Reviews.

2019 – 2022

Amdocs, Pune

Technology Specialist

- AWS Platform Expertise - EC2, VPC, EKS, Lambda, RDS, S3, and more
- Kubernetes & Containers - EKS administration, container orchestration
- Infrastructure as Code - Terraform, CloudFormation, CDK
- Monitoring & Observability - CloudWatch, Prometheus, Grafana, ELK
- CI/CD & Automation - Pipeline design, Git, deployment strategies
- Reliability Engineering - HA design, chaos engineering, performance
- Security - IAM, encryption, compliance, security tools
- Incident Management - On-call, post-mortems, response procedures

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2012 – 2019

Amdocs, Pune

Technology Monitoring Engineer

- Administered HP Operations Manager, SiteScope, and BSM tools for IT monitoring.
- Integrated third-party tools with Micro Focus Ops Bridge Suite and configured SNMP alerts.
- Installed and configured OBM in standalone mode with high availability.
- Led audits, requirement gathering, solution documentation, and team deliverables.
- Supported over 10,000 servers and delivered monitoring solutions using SCOM, NNM, and BPM.

Apr 2010 – Dec 2011

Quess Global

SSME – IT Infrastructure Support

- Maintained uptime and monitored alerts across Linux and Windows environments.
- Ensured server stability and handled P1 escalations and backup operations.

Mar 2009 – Oct 2009

Dell International Services, Bangalore

IT Support Associate

- Provided application and IT tech support.

- Managed bridge calls, technical escalations, and cross-team coordination.

🎓 Education

Degree/Qualification	Institution	Year
Bachelor of Engineering	**UVCE, Bangalore**	2005 – 2009
12th Standard	**GSS Belgaum**	2003 – 2005
10th Standard	**St. Paul's High School, Belgaum**	2002-2003

🎨 **Hobbies**

⚽ Playing football