

Gourav Shaw

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PROFESSIONAL SUMMARY

IT professional specialising in cloud and DevOps with over 5 years of experience across enterprise technical support, cloud services, and DevOps-oriented environments. Demonstrated experience in managing cloud platforms, automating CI/CD pipelines, supporting containerised deployments, and improving system reliability using Azure, GCP, Docker, Kubernetes, and modern monitoring and infrastructure automation tools. Passionate about applying strong technical expertise and academic knowledge to drive scalable, reliable, and efficient cloud and DevOps solutions.

PROFESSIONAL EXPERIENCE

Apprenticeships Support Admin (*Nottingham Trent University, Jan 25-May 25*)

- Managed user accounts Active Directory, provisioning, deprovisioning, OU assignments, group policies.
- Conducted account audits and troubleshoot access issues, authentication errors, and account permissions.
- Contributed to SOP documentation for onboarding workflows, access control, and user lifecycle processes.

Utilization Survey Assistant (*Nottingham Trent University, Sep 24 -May 25*)

- Conducted structured data collection of real-time teaching resource utilization to support strategic resource planning.
- Analyzed data using digital tools to identify inefficiencies and areas for improvement across departments.
- Delivered actionable insights through weekly reports to the Estates team, directly supporting data-driven decisions on space optimization and operational efficiency.

DevOps Engineer Intern (*QuoteKong, (May – Aug'24)*)

- Automated alerts using Python and YAML, integrating with Slack and email for incident response.
- Created dashboards for monitoring service account activities and server performance.
- Enhanced CI/CD pipelines with Cloud Build and GitHub Actions.
- Hands-on experience with GCP, focusing on SRE logging, monitoring, and error reporting.

Subject Matter Expert - Cloud Services (*Teleperformance, Gurgaon, India, Jun '21 – Aug'23*)

- Managed Azure cloud systems, including resource provisioning, monitoring, and optimizing CI/CD pipelines.
- Deployed and monitored cloud services, leveraging DevOps practices to enhance development and operations efficiency.
- Conducted UAT's for new application features and firmware, ensuring alignment with business requirements.
- Designed and deployed AI-powered chatbot to automate Level 1 FAQs and reduce Level 2 Tech Support workload by 40%.
- Collaborated with engineering teams to address recurring product issues and to develop robust solutions.
- Analyzed clients' feedback and drove process improvement initiatives, leading to 23% increase in end user experience.

Lead Tech Support Associate (*Teleperformance, Gurgaon, India, Sep'19 – May'21*)

- Provided advanced tech support for Western Digital storage solutions to clients based in NA & EMEA.
- Led troubleshooting for NAS server configurations and cloud storage systems for optimal performance and security.
- Trained and mentored junior staff, enhancing team efficiency and service quality.

TECHNICAL SKILLS

- Cloud & DevOps: Azure, GCP, Terraform, Ansible, Jenkins, GitHub Actions, Cloud Build
- Containerization & Automation: Docker, Kubernetes, CI/CD Pipelines, Jenkins, GitHub Actions.
- Monitoring & Logging: Prometheus, Grafana, Cloud Monitoring, Splunk
- Programming & Scripting: Python, Java, Bash, YAML, Git
- Storage & Infrastructure: NAS, DAS, Cloud Storage Solutions, System Optimisation

EDUCATION

Nottingham Trent University, UK

MSc Cloud and Enterprise Computing (Distinction)

Panjab University, India

Bachelor of Science (Computers, Physics, Maths)

Certifications:

Microsoft Azure Fundamentals AZ-900