

PRUTHAVI GHELANI

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CLOUD ENGINEER | DEVOPS SUPPORT ENGINEER

Cloud Operation | Application Support | Software Support

Results-driven Cloud Operations Engineer with overall 3.8 years of IT experience, including 3.8 years specializing in GCP environments, consistently supporting US-based clients under strict SLAs. Expertise in optimizing cloud infrastructure, troubleshooting complex services, and proactively ensuring system stability and compliance through advanced monitoring.

WORK EXPERIENCE

V2 Tech Ventures Pvt Ltd

Dec 2021 - PRESENT

Cloud Support Engineer

Proven Cloud Operations Engineer at a Managed Service Provider (MSP), expertly supporting US-based clients under stringent SLA-driven policies by managing multi-cloud infrastructures (AWS & GCP), troubleshooting complex cloud services, ensuring compliance with security and operational best practices, and efficiently resolving escalations through collaboration with cloud support teams to deliver high-quality, client-focused solutions.

- Managed and provided 24x7 support for private projects involving Google Kubernetes Engine (GKE) clusters.
- Maintained and continuously monitored the health and performance of clusters and their associated bridges using Kibana.
- Conducted daily operations, including monitoring Grafana and Prometheus for memory, disk, and CPU utilization.
- Leveraged advanced tools such as Kibana and Grafana to conduct real-time log analysis, enabling precise troubleshooting and proactive issue resolution.
- Monitored broader cloud infrastructure using New Relic, taking timely action on notifications.
- Deployed and managed Compute Engine (VMs) with custom machine types, startup scripts, and OS patching.
- Configured VPC networks, subnets, firewalls, and Cloud NAT for secure connectivity.
- Implemented IAM roles and service accounts to ensure principle of least privilege.
- Deployed containerized applications on Google Kubernetes Engine (GKE) with autoscaling and monitoring.
- Built and pushed container images to Artifact Registry / Container Registry.
- Implemented CI/CD pipelines using Cloud Build and GitLab/GitHub integrations.
- Configured Cloud Monitoring and Logging dashboards and alerting policies.
- Performed system performance checks, log monitoring, and issue triaging; created escalation procedures for high-priority incidents.
- Supported and maintained GCP Infrastructure (Compute Engine, Cloud Storage, IAM, Cloud Monitoring, VPC, Cloud SQL) and assisted in deployment of cloud-native solutions.
- Collaborated with cross-functional teams to define and monitor SLIs/SLOs for uptime and latency.
- Handled server management (Windows/Linux) including patching, user management, and security hardening.
- Participated in on-call rotations for 24x7 support, ensuring timely resolution of incidents and minimal downtime.

- Built a monitoring dashboard using CloudWatch + Grafana to proactively track server health and reduce mean time to recovery (MTTR).
- Covers monitoring, automation, incident handling, SLO/SLI, AWS, CI/CD, IaC basics.
- Monitoring New Relic alerts integrated with the AWS production environment, ensuring timely detection and response to critical issues.

SKILLS

- Cloud Platforms & Services:
 - AWS (EC2, S3, IAM, S2S VPN, CloudWatch, CloudTrail).
 - GCP (Compute Engine, Cloud Storage, IAM, VPC, Cloud SQL, GKE, Cloud Build).
- Containerization: Docker, Kubernetes (K8s).
- Operation System (OS): Windows, Linux (RHEL, Ubuntu, CentOS, Amazon Linux).
- Databases: SQL, MySQL, PostgreSQL (basic to intermediate knowledge).
- Version Control: Git, GitHub.
- Ticketing Tools: Fresh Service, Service Now, Jira and Salesforce.
- Monitoring & APM: New Relic, CloudWatch, Kibana (ELK), Pager Duty, Heroku.
- Learning/Exploring: CI/CD pipelines, Jenkins, Terraform, Azure DevOps, PowerShell.

CERTIFICATIONS

AWS Certified Solutions Architect – Associate

Aug 2024 – Aug 2027

GCP Associate Cloud Engineer – Associate

Sep 2022 – Sep 2025

PROFESSIONAL SKILLS

- Delivers data-driven insights to decision-makers, supporting strategic planning.
- Strong communication and collaboration skills, fostering effective team coordination and maintaining positive client relationships.
- Exceptional organizational, multitasking, and problem-solving abilities, ensuring efficient project execution and issue resolution in fast-paced environments.
- Language Known: Gujarati, Hindi, and English.

EDUCATION

- **Parul University** - Bachelor of Technology (B. Tech) - 8.5 CGPA.