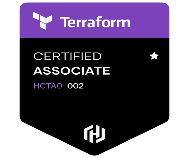
MD IMRAN AHMAD

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GitHub: [github.com/imranshs08/](https://github.com/imranshs08/)  
LinkedIn : [linkedin.com/in/ahmadimranjmi](https://www.linkedin.com/in/ahmadimranjmi/)

# Professional Summary:

# DevOps Engineer | Azure • Kubernetes • Dynatrace • CI/CD • Cloud Infrastructure Management Results-driven DevOps Engineer with 4 years of experience managing complex, cross-client production environments. Expertise in Azure, Kubernetes, and Dynatrace, with a proven record of delivering scalable, secure, and automated cloud solutions. Skilled in designing and optimizing CI/CD pipelines, implementing Infrastructure as Code, and ensuring high availability and performance of mission-critical systems through proactive monitoring, automation, and incident management.

# TECHNICAL SKILLS:

**DevOpsCI/CD Tool:** Jenkins, Azure DevOps **Build Tool:** Maven

**Container Management Tool:** AKS**,** GKE, OpenShift, EKS

**Source Code Management:** Git, Azure Repos

**IAC Tools:** Ansible & Terraform

**Containerization Tool:** Docker

**Ticketing Tool:**  ServiceNow

**Knowledge Management Tool**: ServiceNow, Confluence

**Monitoring & Observability** Dynatrace, Azure Monitor, Log Analytics Workspace

**Code Quality Check Tool:** SonarQube

**Operating System**: Windows, Linux

**Cloud Platform**: Azure (Primary), AWS, Google Cloud,

# WORK EXPERIENCE:

**Accenture** July 2025- Present

**Designation**: App/Cloud Support Analyst

**Role:** Cloud DevOps Engineer

# PROJECTS:

|  |  |
| --- | --- |
| Project 1 | Cloud DevOps Engineer – Maverick |
| Organization | Accenture |
| Tools & Technology Used | Azure DevOps, Jenkins, Git, Terraform, Kubernetes (AKS, EKS), Docker, Splunk, Dynatrace, Azure Monitor, Log Analytics Workspace, ServiceNow, JIRA, Confluence, Python, Linux, Windows, AWS |
| Role | Could DevOps Engineer |
| Responsibilities | - Administered and optimized **Azure Kubernetes Service (AKS)** clusters, performing regular version upgrades and capacity planning to ensure 99.9% uptime.  - Implemented security patching across multiple production environments, reducing vulnerability exposure by 85% while ensuring compliance with security standards.  - Enhanced observability by integrating Dynatrace with Azure Monitor and configuring custom metrics, improving proactive incident detection by 40%.  - Managed Azure services including Virtual Machines (VMs), Virtual Machine Scale Sets (VMSS), Application Gateway, Log Analytics Workspace, and Recovery Services Vaults for scalability and disaster recovery.  - Automated provisioning and environment setup using Terraform and Ansible, reducing manual configuration efforts by 70%.  - Streamlined CI/CD pipelines using Jenkins and Azure DevOps, achieving faster and more reliable deployments across development, staging, and production environments.  - Configured Log Analytics Workspace integrated with ServiceNow for centralized monitoring, resulting in a 30% reduction in MTTR.  - Enforced coding standards with SonarQube integration, reducing technical debt and ensuring consistent code quality.  - Provided L2/L3 production support, successfully resolving high-priority (P1/P2) incidents under strict SLAs with a 97% success rate. - Prepared high-level documentation on installation, configuration, and upgrades, improving team |

**Tata Consultancy Services** April 2021- July 2024

**Designation**: Systems Engineer

**Role:** DevOps Engineer

# PROJECTS:

|  |  |
| --- | --- |
| Project 1 | DevOps Engineer – Travelport |
| Organization | Travelport, USA |
| Tools & Technology Used | Jenkins, Git, Ansible, Splunk, Linux, OpenShift, JIRA, Confluence, Docker, ServiceNow, Python, AWS |
| Role | DevOps Engineer |
| Responsibilities | - Leveraged **Jenkins** for continuous integration and achieved an impressive 95%   reduction in build and deployment times across all environments, integrating   seamlessly with **Ansible** for streamlined automation.  - Managed deployments across testing environments, ensuring consistency from   development to production.  **-** Developed Docker files to accelerate application deployment by 80%. - Familiar with Software Development Life Cycle (SDLC) processes. Used agile methods   for project planning and execution.- Manage source code repository using GIT- Administered PODs in OpenShift Cluster, achieving 90% uptime.- Integrate Code quality tools like SonarQube- Established a Splunk monitoring dashboard for real-time performance insights with   95% accuracy.- Prepare high level documentation explaining Installation & Configuration.- Provided critical support during high-pressure deliveries, resolving P1 issues with a   98% success rate.- Using ServiceNow & JIRA tool for ticket tracking.- Troubleshoot the Application related issues in production & non-production   environments.- Adapted to a 24\*7 shift model, maintaining 100% responsiveness to project  requirements. |

|  |  |
| --- | --- |
| Project 2 | Cloud DevOps Engineer – Flight Centre |
| Organization | Flight Centre |
| Tools & Technology Used | Terraform, GCP GKE, Jenkins, Azure, ServiceNow, AWS, Docker, Ansible, Jenkins |
| Role | Cloud DevOps Engineer |
| Responsibilities | - Led the design and implementation of end-to-end CI/CD pipelines, automatingserver provisioning and configuration using Jenkins, Docker, Ansible, and Maven,resulting in a reduction of manual intervention by 75%. - Migrated PHP application to containerized environment on Google KubernetesEngine (GKE) and utilized Cloud Build in Google Cloud Platform (GCP) fordeployments.- Provisioning Azure VMs, VMSS, Azure Function & AKS Using Terraform with Azure   DevOps.- DevOps professional proficient in AWS services such as EC2, S3, EBS, Auto Scaling,ELB, VPC, Route 53, ECS and EKS for streamlined deployment and enhanced systemreliability.- Monitoring System Performance issues like memory, CPU and Disk utilization. |

# Certifications & Awards:

# Certifications-

# [AZ-900 Azure Fundamentals](https://www.credly.com/badges/c31722cb-98fe-4c0b-beac-cbfa2c1b26ef)

# [AWS Certified Cloud Practitioner](https://www.credly.com/badges/90dcce90-a2dc-49be-8d30-0e5df8ea6801)

# [AWS Certified Solutions Architect – Associate](https://www.credly.com/badges/9a5523a7-4388-47cb-82f6-1524fe10b613)

# [AWS Certified SysOps Administrator – Associate](https://www.credly.com/badges/80bb682a-4e47-4157-a1eb-55cbf4bf327b)

# [HashiCorp Certified: Terraform Associate (002)](https://www.credly.com/badges/56b949ce-9509-4195-9500-860535e524ed)

# [CKAD: Certified Kubernetes Application Developer](https://www.credly.com/badges/8629245f-fcec-4902-b385-125f13615ee4)

# Awards-

# Best Performer : Received for our ongoing commitment and dedicated support in TCS - Travelport Relationship.

# EDUCATION:

* B.Tech From**Jamia Millia Islamia**, New Delhi Aug 2015 – June 2019
* 12th  From Jesus & Mary Academy (CBSE Board) 2014
* 10th From Pole Star (CBSE Board) 2012