

# Jishnu Prasad

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## Summary

DevOps Professional with 7 years of experience in Linux system administration, DevOps practice, and cloud technologies. Skilled in optimizing software delivery pipelines, automating workflows, and improving system performance. Proficient in AWS services and DevOps engineering with a proven track record in driving operational excellence and innovation.

## Skills

**DevOps** Docker, Jenkins, Terraform, Kubernetes, Ansible, Git, Github Actions, Bitbucket Pipelines

**Cloud** AWS, DigitalOcean, GCP

**Languages** Python, Bash, Javascript, Golang

**OS** RHEL, Ubuntu, SLES Linux, Amazon Linux

**Monitoring** Prometheus, Grafana, ELK, EFK, Nagios

**Misc** Vagrant, FastAPI/Flask, ReactJS, Jira, PSQL, MySQL, MongoDB, Redis, Apache, NGINX, AI/LLMs

## Experience

### Netskope Inc.

Apr 2025 – present

Senior Site Reliability Engineer

- Build and maintain internal service testing automation using Python and JIRA API.
- Observe infrastructure metrics using Prometheus and Grafana. Also, set Slack/Email/OpsGenie to alert for the same.
- Leveraging various AI and LLMs for architecture design, automation, and optimization with a focus on compliance and security.
- Maintain pipeline-as-a-code for Jenkins and Drone CI.
- Deploy services in 100+ Kubernetes clusters using Spinnaker.

### Amazon Web Services

Aug 2022 – Apr 2025

Cloud Support Engineer - Linux

- Provide expert support for Linux, Networking, and AWS issues, including EC2 instances
- Designed internal tools and automation leveraging Python and AWS services, reducing manual intervention by 40% and enabling faster action execution
- Design and implement solutions for Enterprise and Business customers under AWS Premium Support
- Resolve OS boot, performance, and network issues, and assist with resource provisioning using Terraform, CloudFormation, and AWS CLI
- Lead critical customer launches, handle escalations, RCAs, and manage large-scale events

### Xminds Infotech Pvt. Ltd

Jul 2021 – Aug 2022

Linux System Admin — DevOps Engineer

- Managing physical and cloud(AWS, DigitalOcean and GCP) hosted Linux servers
- Streamlined development environments and reduced deployment time by 40% through Docker containerization(Python, PHP and JavaScript-based apps), boosting productivity and accelerating project delivery.
- Expertly managed application updates using blue-green deployments in Kubernetes, ensuring seamless and reliable transitions
- Introduced Vagrant to enhance the developer experience by automating environment setup, leading to a 35% reduction in manual tasks and a 25% increase in productivity
- Provisioned infrastructure in AWS using Terraform, resulting in a 30% reduction in infrastructure provisioning time and a 20% decrease in manual intervention
- Leveraged Bitbucket Pipelines and GitHub Actions to automate build and deployment processes, resulting in a 60% reduction in deployment time and a 90% decrease in manual deployment errors

### POSibolt Solutions Pvt.Ltd

Feb 2018 – Jul 2021

Linux System Administrator

- Configuration and maintenance of network on Linux machines(including services like DNS, DHCP, VPN and NFS)
- Streamlined .rpm and .deb package configuration and packaging, resulting in a 90% reduction in manual effort and a 99.9% successful deployment rate across diverse environments

- Developed automation solutions utilizing Shell, Python, and Batch scripts, achieving a 50% increase in operational efficiency and a 70% reduction in manual intervention
- Established a comprehensive CI/CD pipeline leveraging Jenkins and shell scripting, resulting in deployment times being halved while simultaneously increasing code integration frequency by 35% for rapid software releases
- Implemented Nagios for monitoring servers and applications, which led to a 40% reduction in downtime and a 30% improvement in issue detection and resolution times

## Education and Certifications

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### University of Calicut

*Bachelor of Computer Applications - 2017*

### Certifications

- RedHat - Red Hat Certified System Administrator(170-247-605)
- RedHat - Red Hat Certified Engineer(170-247-605)
- AWS - AWS Certified Solutions Architect Associate(badge)
- AWS - Elastic Compute Cloud (EC2 - Linux) Subject Matter Expert(badge)

## Projects

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### System Administration

- Developed a cross-platform DB backup and restore GUI app using Tkinter (Python), which helped end users easily take backups and restore their databases when required, reducing manual intervention of engineers by 60%
- YAD(shell script) based GUI app for taking PostgreSQL db backup and restore the backup
- Created customized Ubuntu ISOs for end users using Cubic (Custom Ubuntu ISO Creator), pre-installed with necessary applications and configurations, resulting in a 60% reduction in system setup time for new users

### DevOps / Automations

- Engineered an efficient CI/CD framework using Jenkins alongside BitBucket Pipelines and GitHub Workflows, leading to a significant 50% decrease in deployment durations and improving code integration rates by over one-third
- Created a Telegram bot for managing Jenkins jobs, allowing engineers to remotely trigger and monitor job status directly from their smartphones(repo)
- Automated EC2 instance patching using Patch Manager and Boto3, achieving a 60% reduction in manual effort and a 50% improvement in overall patch compliance
- Deployed FastAPI microservices on Kubernetes, utilizing rolling updates and Horizontal Pod Autoscaler (HPA) to achieve a 60% reduction in downtime and a 90% reduction in deployment time

## Declaration

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I hereby declare that all the particulars stated in this resume are true to the best of my knowledge and belief.