KHUSHI JAGTAP

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SUMMARY

Cloud Engineer with **2.6 years of experience** in designing, automating, and supporting **production-grade infrastructure on AWS and GCP.** Strong experience in **cloud networking, IAM, Kubernetes-based platforms,** and **infrastructure as code** using **Terraform and Ansible.** Hands-on with DevOps **CI/CD automation** and **SRE practices** including **monitoring, alerting, incident response**, and **reliability improvement** in **customer-facing environments.**

SKILLS

- **Cloud:** GCP, AWS
- **OS***:* Linux (Ubuntu, RHEL)
- **Containerization & Orchestration:** Docker, Kubernetes, Helm
- **Languages***:* Bash, Python, Golang
- **API Management***:* Apigee

- **IaC:** Ansible & Terraform
- **CI/CD***:* Azure DevOps
- **SRE & Observability**: Grafana, Prometheus, ELK Stack
- **Databases***:* Redis, SQL, MongoDB
- **Incident Management:** Jira, Self-Managed ServiceDesk

WORK EXPERIENCE

Jio Platform Limited | Cloud Engineer | DevOps & SRE Practices | Oct 2023 – Present

- **Provisioned and automated** cloud infrastructure on **GCP and AWS** using **Terraform and Ansible**, reducing **manual setup effort by 70%**, and managing IAM, VPCs, load balancers, WAF, GCS, SSL, and VM instances.
- Managed **multi-environment cloud setups (dev, staging, prod)** on **AWS and GCP**, ensuring configuration consistency, secure access, and reliable promotion of workloads across environments.
- **Designed and automated CI/CD pipelines** using **Azure DevOps**, deploying **containerized microservices on Kubernetes** and managing **ingress traffic** via **Istio** to enable resilient routing and **improve application response times by 15%**, resulting in faster and more reliable releases.
- **Implemented observability using Prometheus and Grafana**, creating dashboards and alerts to monitor application performance, infrastructure health, and traffic patterns, enabling faster detection and resolution of production issues.
- **Automated operational workflows using n8n** and **delivered production support** and **on-call incident management**, performing **end-to-end troubleshooting** across **Cloud, Kubernetes, APIs,** and **NGINX and Squid layers**, while collaborating directly with clients as a **single point of contact** for deployment and rollout activities.

PROJECTS / CONTRIBUTIONS:

Lightweight CPaaS – Seamless Communication Platform. Link

- Built a **Dockerized CPaaS** for email, SMS, and push notifications using **API-driven workflows**.
- Improved delivery **reliability by 35%** through automated retries, monitoring, and observability

CloudPulse – Real-time event-driven cloud identity automation. Link

- Automated **workload identity lifecycle on GCP** using **Kafka (Sarama) and n8n** with event-driven triggers.
- Reduced **manual identity management by 70%** with automated provisioning, rotation, and access governance.

Enterprise Application: Monolith-to-Cloud Migration. Link

- Migrated a **monolithic application to cloud-native architecture on AWS and GCP**.
- Reduced **latency by 40%** and improved scalability using **Docker, Kubernetes, and CI/CD pipelines**.

EDUCATION QUALIFICATION

Bachelor of Engineering (B.E.) in Electronics Engineering (2023)
Fr. Conceicao Rodrigues Institute of Technology, University of Mumbai, CGPI – 8.5