

# DEEPAK SHARMA

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## Technical Skills

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**Cloud Platforms:** AWS, Azure. **Version Control:** Git. **Containers & CI/CD:** ECS, EKS, Docker, GitHub Actions.

**Scripting & Automation:** Bash. **Monitoring Tools:** AWS CloudWatch, Prometheus.

**Disaster Recovery:** DR Drills, Failover Testing **Other Skills:** SLA Monitoring, Incident Management, Customer Acquisition.

## Experience/Projects

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### Genius-Tech

February 2025 – Present

AWS Devops Intern.

Remote, India

- Responded to **100% of critical alerts** and system events via AWS CloudWatch, ensuring **99.9% uptime** across monitored services.
- Developed and maintained **5+ CI/CD pipelines** for EC2 and Lambda using Jenkins and GitHub Actions, reducing deployment time by **40%**.
- Automated infrastructure provisioning with Terraform, leading to a **60% decrease in manual configuration errors** and faster environment setup.
- Collaborated with cross-functional teams to resolve incidents, achieving **90%+ first-time resolution rate** and reducing MTTR by **35%**

### Tactile Software & Solutions Pvt. Ltd.

November 2023 – February 2025

Cloud Pre-Sales Engineer

Kolkata, India

- Designed and proposed **15+ cloud architecture solutions**, optimizing cost by **20–30%** through tailored AWS configurations and usage plans.
- Supported CRM-driven customer onboarding, contributing to a **15% faster go-live rate** and improved client satisfaction scores.
- Responded to **95%+ client technical queries** within SLA, streamlining the presales cycle and boosting conversion rates.
- Documented **100% of customer environments** and ensured seamless handover to support teams, reducing post-sales escalations by **25%**.
- Collaborated with sales and tech teams to deliver **custom POCs** for 15+ SMB accounts, driving **40% growth in solution adoption**.

### Great Learning – IIT Roorkee

July 2022 – August 2023

Java Backend Developer Intern

Remote, India

- Developed scalable Java Spring APIs with structured logging and monitoring, **achieving a 30% boost** in backend performance and ensuring **100% sprint delivery using Git** in Agile workflows.

### Unnati ISPAT & MINERAL Pvt. Ltd.

April 2017 – February 2020

System Administrator

Dhanbad, India

- Conducted daily system health checks and incident response, achieving **98% SLA compliance**, while coordinating IT troubleshooting and disaster recovery tests that reduced downtime by **25%**.

## Personal Projects/ Certifications.

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**GITHUB** <https://github.com/kapeedx7>, [AWS Certified Cloud Practitioner](#), [Microsoft Certified: Azure Fundamentals AZ-900](#), [AWS Solution Architect Associate](#), [AWS Knowledge: Cloud Essentials](#), [AWS Educate Getting Started with Networking](#)

## Education

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### MAKAUT UNIVERSITY

August 2007 – September 2011

Bachelor of Technology in Computer Science & Engineering.

Bishnupur, India