



# ADHI SHANKAR

SENIOR CLOUD CONSULTANT @ NCS PTE LTD - IT CAN CONSULTANCY

## SKILL SETS

### Cloud Architecture



### Infrastructure as Code (Iac)



### CI/CD



### Containerization & Orchestration



### Automation, Cloud Security



### Configuration Management



### DevOps



### Network Virtualization



### Cloud Cost Optimization



### Team Collaboration



### Outage Management



### Incident Management



## EDUCATION



### Bachelor of Engineering | CSC

| B S Abdur Rahman Crescent  
Institute of Science and  
Technology, Chennai – 2019



**Certifications:** AWS Cloud  
Associate || Microsoft Azure  
Administrator || ITIL v4  
Foundation Certification ||  
Terraform Associate



## OVERVIEW

### Senior Cloud Consultant |

*DevOps Engineer ~ Certified AWS Cloud Solutions Architect Associate*

**Result-driven DevOps & Cloud consultant with over 4 years of professional experience,** demonstrated competence in managing intricate DevOps and TechOps processes. **Knowledge spans** from project setup and **AWS EC2 cloud configuration** to building robust CI/CD pipelines with a sharp focus on security.

**Outdo in** devising and integrating cutting-edge cloud solutions and services, adhering to industry best practices. **Skilful at** designing, testing, and maintaining CI/CD pipelines, ensuring automation of system setups.

## TECHNICAL SKILLS

<b>Platforms:</b>	Linux, Red Hat, Cent OS, Ubuntu, and Windows.
<b>Cloud/Virtualization:</b>	AWS (EC2, ELB, Route53, S3, RDS, IAM)
<b>Networking:</b>	HTTP/HTTPS, FTP, TCP.
<b>Languages:</b>	Shell scripting
<b>Source Code Management:</b>	GIT
<b>Continuous Integration:</b>	Jenkins
<b>Web and Application Servers:</b>	Tomcat, Apache & WebLogic
<b>Databases</b>	MySQL, RDS.
<b>Containerization:</b>	Docker, Kubernetes
<b>Monitoring tools:</b>	Cloud Watch, AppDynamics & SolarWinds. Log Analytics Workspace

## PROFESSIONAL EXPERIENCE

### Senior Cloud Consultant ▶ NCS PTE LTD - IT CAN Consultancy | Mar. 2023 – Nov. 2023

- **Multi-Cloud Implementation:** Orchestrate multi-cloud environments on AWS and Azure, tailoring services to meet specific client needs.
- **Patching and Maintenance:** Spearhead production and non-production patching operations for both Windows and Linux machines, guaranteeing optimal system performance and security compliance.
- **Amazon Web Services Management:** Configure and maintain diverse AWS services, including EC2, S3, Route53, IAM, VPC, RDS, CloudWatch, WAF & Shield, and AWS Lambda,
  - ↳ Ensure robust and reliable cloud infrastructure.
- **Azure Service Oversight:** Monitor Azure services such as App Services, APIM, Log Analytics Workspace, Service Recovery Vaults, and Storage Accounts, optimizing functionalities for efficient cloud operations.



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London, United Kingdom

- **Security Compliance and Governance:** Enforce stringent security compliances, including IM8 VAPT, HCR, & NPT, establishing a secure baseline in collaboration with GovTech, ensuring cloud infrastructure integrity.
- **Infrastructure Delivery and Transition:** Lead the implementation of essential infrastructure components, delivering seamless handovers to application teams during Day One and Day Two transitions
- **Technical Documentation and Analysis:** Produce technical documents outlining infrastructure and deployment methodologies, conducted detailed Root Cause Analyses (RCA),
- **Collaborative Application Team Support:** Facilitate coordination with offshore application teams, providing expert guidance and support throughout all project phases.

#### **Problems and solution provided**

**Service used:** AWS Lambda function, Event Bridge, Cloud Watch, IAM Roles

- Implemented a proactive SSL certificate management system using AWS Lambda, Event Bridge, and CloudWatch, reducing risk of application downtime due to certificate expiry.
- Developed an automated alert mechanism, triggering emails to the team 45 days before expiration, allowing timely renewal integration of new certificates into the Load Balancer.
- Successfully achieved zero downtime incidents, showcasing a proactive and preventive approach to infrastructure management.

#### **Clients Handled/Supported**

##### **National Heritage Board (NHB):**

- Led the design and configuration of AWS infrastructure using Terraform, actively contributing to both Day 1 and Day 2 Operations for the National Heritage Board.

Ensured the scalability and reliability of client applications by implementing best practices in AWS infrastructure design, optimizing performance, and enhancing overall system efficiency.

##### **Department of State (DOS) and Jurong Town Corporation (JTC):**

- Managed Day 2 Operations for DOS and JTC, adeptly handling JIRA tickets raised by the application team, demonstrating a strong commitment to issue resolution and system optimization.
- Proactively identified and addressed infrastructure-related challenges, ensuring the uninterrupted operation of critical applications and providing responsive solutions to enhance overall system performance.

#### **DevOps Engineer ▶ Opteamix India Business Solutions Pt. Ltd. | Aug. 2020 – Mar. 2023**

- **Cloud & Application Support:** Managed support activities for AWS and applications hosted on Pivotal & Apache Tomcat, resolving incidents, including troubleshooting, connectivity issues, & application administration.
- **Infrastructure Automation & Management:** Controlled infrastructure automation, creating & managing templates using CloudFormation (CFT).
  - ↳ Handled tasks such as creating/managing AMIs/snapshots/volumes, and adjusting AWS resources to optimize performance.
- **AWS Services Configuration:** Configured AWS services tailored to business requirements, including ELB, S3, CloudWatch, IAM, & VPC.
- **Tomcat Application Deployment and Administration:** Deployed, managed, and configured Tomcat applications, performing upgrades and configurations using Ansible and manual methods. Proficient in deploying War/Jar files through Jenkins and manual processes.
- **Troubleshoot & Log Analysis:** Troubleshoot based on logs & activities in Unix-flavoured OS. Managed capacity, CPU, heap, & memory in Linux servers.
- **Application Performance Management:** Installed, configured, and managed AppDynamics to monitor and optimize application performance, ensuring efficient functioning and quick issue resolution.
- **Ticketing Tools Proficiency:** Used Cherwell and Jira ticketing tools, ensuring accurate tracking of issues, streamlined communication, and efficient resolution processes.

#### **Associate ▶ Sutherland Global Services | Client: Amazon | Jun. 2019 - May 2020**

**Environment:** AWS, EC2, S3, ELB, IAM, VPC, JENKINS, ANSIBLE, LINUX

- **AWS Cloud Infrastructure Management:** Managed AWS EC2 cloud instances, VPC setups, and configurations, ensuring seamless operation of EC2, S3, and ELB services.
- **Proactive Monitoring & Incident Management:** Implemented robust monitoring using AWS CloudWatch, promptly creating & managing incidents.
  - ↳ Maintained vigilance over batch job support activities, ensuring efficient creation & modification.
- **Deployment Coordination and Stakeholder Collaboration:** Led deployment coordination efforts, collaborating effectively with diverse stakeholders. Conducted post-release application checkouts.
- **Scripting and Support Ticket Management:** Demonstrated scripting proficiency in Bash and Python, enhancing automation capabilities.
  - ↳ Managed L1 & L2 support activities, expertly creating, closing, and resolving ServiceNow tickets across various environments.
- **Production Environment Maintenance:** Monitored production environment & troubleshoot failures.
  - ↳ Performed regular maintenance activities, ensuring continuous optimal performance of critical systems.

**Conflict Resolution:** Participated in 24/7 on-call support, promptly addressing and resolving critical incidents to ensure the continuous availability and functionality of essential systems.