

Steve Paul

DevOps Engineer -Accenture

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PROFESSIONAL SUMMARY

DevOps Engineer with 5+ years of experience operating and scaling production systems on AWS. Experienced in CI/CD automation, Kubernetes (EKS) operations, cloud reliability, and observability. Proven track record in incident management, on-call support, SLA adherence, structured troubleshooting, documentation, and automation to reduce operational toil. Demonstrated ability to improve system resilience, optimize cloud costs, and maintain high availability in enterprise environments.

TECHNICAL SKILLS

Cloud Platforms: AWS (EC2, EKS, VPC, IAM, S3, CloudWatch, Route 53, CloudTrail)

Containers & Orchestration: Docker, Kubernetes, AWS EKS

CI/CD: Jenkins, Git, GitHub, GitLab

Infrastructure as Code: Terraform, AWS CloudFormation

Automation: Ansible, Bash, Python

Observability: AWS CloudWatch, Prometheus, Grafana, SolarWinds

ITSM & Collaboration: ServiceNow, JIRA, Confluence

Operating Systems: Linux, Windows

PROFESSIONAL EXPERIENCE

Accenture — Bangalore, India

DevOps Engineer (July 2024 – Present)

- Operated highly available AWS production systems with a focus on reliability, performance, and scalability.
- Designed and maintained Jenkins CI/CD pipelines to enable safe, repeatable, and automated deployments.
- Implemented monitoring using CloudWatch, Prometheus, and Grafana to improve early incident detection.
- Participated in on-call rotations, responding to critical production alerts and minimizing downtime.
- Performed security patching of Linux and Windows EC2 instances using AWS Systems Manager (SSM).
- Executed EKS cluster upgrades across non-production and production environments while maintaining stability.
- Managed Kubernetes workloads on AWS EKS in microservices environments.
- Led structured incident management including detection, triage, mitigation, and post-incident reviews.
- Conducted root cause analysis (RCA) and implemented preventive actions to reduce repeat incidents.
- Ensured systems consistently met SLA requirements through proactive monitoring and remediation.

- Maintained runbooks, operational documentation, and troubleshooting guides in Confluence.
- Automated repetitive operational tasks using Bash, Python, and Ansible to reduce manual toil.

Cloud Cost Optimization (FinOps)

- Reduced EBS costs by approximately 20% by identifying idle and underutilized volumes.
- Implemented automated EBS snapshot lifecycle policies reducing backup costs by approximately 15%.
- Right-sized EBS volumes, IOPS, throughput, and EC2 instances based on workload patterns.
- Designed S3 lifecycle policies to move data to lower-cost tiers and automate clean up.

Disaster Recovery (DR)

- Executed periodic DR exercises across production and non-production environments.
- Validated RTO/RPO objectives and documented gaps to improve system resilience.

Amazon — Bangalore, India

Cloud engineer (November 2020 – October 2023)

- Operated AWS EC2 instances for large-scale production workloads.
- Performed deep troubleshooting of EC2, networking, and application issues.
- Managed IAM roles, policies, and least-privilege access controls.
- Managed VPC networking including subnets, route tables, security groups, and NACLs.
- Monitored systems using CloudWatch dashboards, logs, and alarms.
- Resolved P1/P2 incidents within SLA and reduced repeat incidents through preventive fixes.
- Participated in incident response and structured post-incident analysis.
- Worked with S3 for secure storage, access control, and lifecycle monitoring.

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate (2023)
- AWS Certified Cloud Practitioner (2023)
- Microsoft Azure Fundamentals (AZ-900) (2025)

EDUCATION

- MA English Language and Literature — University of Madras
- BA English with Journalism — Mahatma Gandhi University

LANGUAGES

- English
- Hindi
- Malayalam