

Neelamma Sali

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SKILLS

- **DevOps Tools:** Git, Jenkins, Docker, Kubernetes, Terraform
- **Cloud Platforms:** AWS (EC2, S3, IAM, VPC), Azure (basic)
- **CI/CD:** GitHub Actions, Jenkins Pipelines
- **Programming & Scripting:** Python, Bash, Shell, Linux

WORK EXPERIENCE

Concentrix Pvt Ltd – Microsoft Process

June 2025 - April 2025

Technical Support

Bengaluru

- Delivered technical support for Microsoft products over 3 months, resolving 100+ software, UI, and usability issues for global users with a 95% satisfaction rate, contributing to reduced support backlog by 25%.

Infotrix Pvt. Ltd.

Jan 2024- Nov 2023

AWS (Cloud) Intern

Bengaluru

- Configured robust, scalable AWS infrastructure utilizing Terraform and CI/CD pipelines, achieving a 99.99% uptime and slashing infrastructure provisioning time by 70% while adhering to AWS best practices.
- Redesigned marketing collateral with data visualizations and resulting in a 20% improvement in presentation impact.

Paypal Pvt. Ltd.

Nov 2023 - Oct 2023

AWS Associate Intern

Bengaluru

- Deployed cloud infrastructure on AWS, including 5+ EC2 instances, 3 S3 buckets, Lambda functions, and IAM roles for 10+ users, ensuring secure and scalable setup.
- Enabled 10+ routine tasks using 300+ lines of Python scripts and streamlined CloudWatch monitoring, reducing manual workload by 70%.

EDUCATION

KS Institute of Technology

Jun 2023 - Aug 2019

B.E. in Computer Science and Engineering

Bengaluru

- Relevant Coursework: Python, AWS, Devops
- CGPA: 8.92/10

PROJECTS

CI/CD Pipeline with GitHub Actions – Portfolio Deployment

Tools: Github, CI/CD

- Engineered a CI/CD pipeline using GitHub Actions that optimized portfolio deployment, cutting manual effort by 90% and achieving sub-30 second deployment time per commit.
- Added 3 quality gates (linting, develop, and test), and connected 2 status badges (build & code quality) to increase project visibility and maintainability.

Self-Service-Dev-Environment-Portal

Tools: Docker, Batch script, Powershell

- Built an automated, containerized infrastructure provisioning system using Docker.
- Enabled developers to launch isolated dev environments in under 2 minutes, reducing manual setup time by 60% and accelerating onboarding through streamlined scripted workflows.

Zero-Downtime Domain Migration System

Tools: Github, Netlify, InfinityFree, healthcheck, Webhook

- Orchestrated a zero-downtime domain migration system using GitHub Actions, Netlify, and InfinityFree
- leveraged webhooks and Healthcheck.io to ensure μ ls DNS switchover, maintaining 99.99% uptime and eliminating user disruption during infrastructure transitions.

CERTIFICATIONS & ACHIEVEMENTS

- **DevOps Fundamentals** — Great Learning
- **AWS Associate Certification** — Paypal
- **Cloud AWS Certification** — Infotrixx
- **Python - Hope Foundation**