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## NIKHILSTON SURYA

**CAREER SUMMARY** DevOps Engineer with expertise in building CI/CD pipelines, managing Docker and Kubernetes environments, and automating infrastructure using Terraform and Ansible. Skilled in deploying applications on AWS and monitoring performance with Prometheus & Grafana, with strong teamwork and problem-solving abilities gained from leadership roles at Amazon.

**TECHNICAL SKILLS**

- Version control : GitHub
- Continuous Integration: Jenkins
- Build Tool : Maven
- Configuration Management : Ansible
- Containerization : Docker
- Container Orchestration : Kubernetes
- IAAC : Terraform
- CI/CD Pipelines: Jenkins, Argo CD
- Platform : Linux and Windows
- Web App Server : Apache Tomcat
- Cloud Environment : AWS
- Monitoring : Prometheus & Grafana
- Cluster Management : Kops
- Continuous Delivery : Argo CD
- Artifactory tool : Nexus

**AWS SERVICES**

- Elastic Compute Cloud
- Simple Storage Service
- Identity and Access Management
- Command Line Interface
- Relational Database service
- Cross Region Replication
- Elastic Load Balancer
- Elastic Block Storage
- Virtual Private Cloud

**WORK EXPERIENCE** **SDS EXR SPECIALIST** 07/2021 - 10/2023  
**Amazon Development Centre**

- Developed strong relationships with key business partners, resulting in improved coordination and collaboration for seamless customer service delivery.
- Organized regular team meetings for open discussions about challenges faced in the workplace, fostering a collaborative atmosphere focused on continuous improvement strategies.
- Implemented quality assurance measures, ensuring consistent levels of excellence in service delivery.
- Led a team of customer service representatives for increased productivity and overall efficiency.
- Launched successful marketing campaigns that drove brand awareness among target audiences.
- Organized large-scale events, ensuring seamless execution of logistics, registration, catering, and venue management.
- Led and developed high performing teams of 20-30 associates, fostering a collaborative environment and empowering them to achieve their full potential.
- Demonstrated strong leadership in driving individual and team performance, customer satisfaction, and continuous improvement.

**TRANSACTION RISK INVESTIGATOR** 03/2019 - 07/2021  
**Amazon Development Centre**

- Assisted law enforcement agencies with ongoing investigations, ensuring timely resolution of complex cases.
- Supported business growth by conducting due diligence reviews of prospective clients' transaction risk profiles during the onboarding process.
- Championed a culture of continuous learning by staying current on industry trends, emerging technologies, and best practices in transaction risk investigation.
- Identified trends in fraudulent activities by analyzing large datasets, leading to the implementation of improved security measures.
- Prevented significant financial losses by identifying high-risk accounts and initiating appropriate countermeasures.
- Performed independent tests and analysis to determine magnitude of risk and devise appropriate mitigation plans

**PROCESS TRAINER** 08/2017 - 03/2019  
**Amazon Development Centre**

- Created engaging learning experiences by incorporating real-world examples and case studies into the curriculum.
- Leveraged industry best practices when developing curriculum content, ensuring that employees remained up-to-date on key trends.
- Delivered high-quality training sessions, leading to increased productivity among team members. Reduced employee turnover by providing consistent support and coaching to new hires during their onboarding process.
- Streamlined training modules for increased trainee comprehension and retention. Facilitated post-training evaluations, using feedback gathered to further refine future iterations of course materials and delivery methods.
- Promoted a safe working environment by implementing regulatory standards, policies and guidelines

SENIOR ASSOCIATE07/2016 - 08/2017

Amazon Development Centre

- Enhanced team performance by implementing effective project management strategies and providing consistent guidance.
- Leveraged industry expertise to provide valuable insights during internal discussions, contributing to the development of innovative solutions for clients.
- Championed best practices in quality assurance, consistently delivering error free work products that exceeded client expectations.
- Mentored junior associates, fostering professional growth and helping them reach their full potential.
- Trained and supported new team members, maintaining a culture of collaboration.
- Trained junior associates in proper procedures, team policies and strategies for success.

PROJECT

Description: Deployed reference source code onto the Tomcat web application server.

TOOLS:	Version Control System	: Git, GitHub.
	Build tool	: Maven
	Integration tool	: Jenkins
	Application server	: Tomcat
	Infrastructure as a code	: Terraform
	Cloud Environment	: AWS
	Artifactory	: Nexus
	Monitoring	: Prometheus & Grafana

SUMMARY:

- Automated CI/CD pipelines using Jenkins for seamless build, test, and deployment processes.
- Managed infrastructure using Terraform for IaC (Infrastructure as Code).
- Configured Ansible for environment setup and automated deployments across multiple servers.
- Implemented GitOps workflows using GitHub to manage infrastructure changes and version control.
- Integrated Maven as a build tool to generate .WAR artifacts.
- Uploaded artifacts to Nexus to manage version control and maintain artifact repositories.
- Monitored the application and server performance using Prometheus and visualized metrics on Grafana dashboards.
- Improved deployment efficiency by reducing downtime by 20% through automation and proactive monitoring.

EDUCATION

B.Com	
GITAM	2021 - 2023
Intermediate Public Exam	
Narayana Junior College	2007-2009
SSC	
Brilliant Grammar High School	2007

CERTIFICATIONS

GitHub certification - Linkedin (2024)  
Career Essentials in GitHub Professional Certificate

STRENGTHTeam player, adaptable & flexible, communication skills.

ACCOMPLISHMENTS

- Most Reliable Player Award
- Best Mentor Award
- Gemba Idea Winner
- ACES Stage 2 Certified
- Connections Champ Award
- Gemba Initiative Award
- Prime Week RnR Award
- Retention Marathon Awards