



# Mehul Patel

## OpenSource Advocate, DevOps & Cloud Evangelist

My career goal is to build and grow skillful communities to advocate for OpenSource, DevOps and Cloud. I want to be a leader in this field, promoting the adoption of open-source technology and driving positive change.

*Building Tech Communities Since 2015*

## Contact

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### Email

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### Address

Gandhinagar, India

## Education

2015  
**Master in Computer Science**  
Pune University

2013  
**Bachelor in Computer Science**  
Pune University

## Expertise

- DevOps
- Cloud Computing
- Product Management
- Infrastructure Management
- Team Management

## Tools & Technologies

- |              |             |
|--------------|-------------|
| • Docker     | • AWS       |
| • Kubernetes | • GCP       |
| • Jenkins    | • Grafana   |
| • Terraform  | • Ansible   |
| • Nagios     | • Linux     |
| • Zabbix     | • Git       |
| • Jira       | • Discourse |
| • Slack      | • Discord   |

## Experience

### March 2022 - AUG 2022

Zextras

#### Platform Advocate | Developer Relations - APAC

- Represent Zextras in the open-source community and help build a welcoming, inclusive, and supportive community environment for members from various backgrounds.
- Build and execute strategic plans for growing the community around the world.
- Find, attend, and speak at open source events and events for developers online and inperson events worldwide to share about Carbonio Community Edition.
- Identify and establish relationships with potential community members worldwide.
- Nurture the relationship with the most active community members worldwide.
- Become a well-known community representative to internal and external stakeholders.
- Understand which kind of content and activities are necessary to establish and grow the community and brief the team's colleagues.

### Dec 2020 - Jan 2022

BookRyde, TH

#### Technical Product Manager | CTO

- Collaborated on shaping BookRyde's vision and crafting the product roadmap.
- Conducted product demonstrations, offered technical advice, and provided internal teams with insights into existing features and upcoming additions
- Collaborated on product design alongside engineering, quality assurance, software development, and other technical teams.
- Assisted in establishing the Customer Success and Customer Support team at the local level.
- Engaged in team meetings with marketing, banking, and payment partners.

### July 2019 - Nov 2020

Zimbra

#### Developer Relations - Product

- Educating and empowering our partners to deliver
- Resolve customer technical issues through diligent research, reproduction, and troubleshooting
- Creating webinars, internal tutorials and other communications that support technical teams using FutureLearn
- Execute incident management and escalation procedures
- Document all technical inquiries, and develop and review content for knowledgebase articles
- Contribute to the engineering roadmap through customer advocacy work in one of four verticals: Compute, Networking, Storage, or Developer Experience
- Technical Advocate for customer to help improve the satisfaction of key customers.
- Assist with alpha and beta testing of internal products
- Identify and communicate process improvement suggestions
- Respond to tickets generated by our customers in a timely manner that accurately addresses and resolves the problem

## Core Strength

- Content Creation
- Social Networking
- Public Speaking
- Communication
- Community Management

## I love doing

- Tech community organizing
- OpenSource Advocate
- Mentorship & coaching
- Evangelism
- Privacy Agent
- Advocate to building a better Internet.

## Community Affiliation

- [Mozilla Reps Council](#)
- [AWS Community Builder For Container](#)
- [Auth0 Ambassador](#) - Auth0 by Okta
- [Mozilla Reps Mentor](#)
- [Mozilla Reps Resource](#)
- [Google Developers Group - Nashik](#) - Organizer
- [Gujarat Identity and Security Meetup](#) - Organizer
- [Mozilla Pontoon](#) - Manager

## Speaking Engagement

- [Developer Day Seattle 2022](#)
- [AppSec Days - Summer of Security](#)
- [Serverless Auckland](#)
- [OWASP New Zealand Day 2019](#)
- [Hackference India 2018](#)
- [OpenAlt 2018, Brno](#)
- [Mozilla Festival 2018, London](#)
- [AllThingsOpen 2018, USA](#)
- [ServerlessDays Milano & Auckland](#)
- [OWASP AppSec Israel 2018](#)
- [DevConfIN 2018](#)

## Certification

- AWS Certified Solutions Architect - Associate
- Associate Cloud Engineer - Google Cloud
- AWS Certified DevOps Engineer – Professional
- Professional Cloud Architect - Google Cloud
- Cloud Engineering with Google Cloud

## Language

- English
- Gujarati
- Hindi
- Marathi

## Experience

**April 2018 - July 2019**

Zimbra

### Build And Release Engineer

- Working with developers and using different scripting languages to build software from scratch, test it, and deploy it for a specific use case or client
- Using crash and bug reports or logs to identify areas that need improvement
- Recommending, directing, and re-testing fixes to make sure the software works reliably
- Documenting helpful information, such as version details, the release cycle, and post-deployment recommendations
- Ensuring released versions are up-to-date, stable, and serve their goal as expected

**Oct 2016 - April 2018**

The Design Shop

### Senior Technical Consultant

- Interact with clients and project teams to plan and develop project work.
- Ensure that the project team works according to project scope and timelines
- Participate in beta testing of software releases to help drive product quality.

**Dec 2013 - Sept 2016**

The Design Shop

### Associate Technical Consultant

- Designing and implementing new features and functionality.
- Ensuring high-performance and availability, and managing all technical aspects of the CMS
- Evaluate, monitor, and review the installation to minimize the technical issues and provide immediate resolutions to the team and clients.
- Schedule client meetings and team meetings regularly to discuss project updates and issues.
- Respond to client's questions and concerns in a timely manner.
- Monitoring development activities and reporting project progress and providing technical guidance, support to the project team for delivering and implementing the project as per scheduled milestones.
- Develop test automation frameworks in collaboration with the rest of the team Create tools to help teams make the most out of the available infrastructure.

**Nov 2012 - Nov 2013**

Persys Web Technologies

### Technical Support Engineer

- Building servers with required packages and control panels with Operating Systems like Red Hat, CentOS, and Cloud Linux.
- To do all the supporting tasks that are included, but not limited to code deployment, managing source control systems, virtual servers, scripting, etc.
- Do monitor with tools like Zabbix which give you the notification of each service and then need to acknowledge it.
- Reviewing all the error logs and fixing it is another duty of this job. Analyzing the server logs as well as the client-side logs
- User administration: create and set up the account on the server. Assign the permissions to use as per policy. Give them access as per their requirements.
- Monitoring of servers is also one of the important duties. In that monitor the network, web servers, database, logs service on a regular time interval.

**July 2012 - Oct 2012**

Tecsys Solutions Pvt. Ltd

### Customer Service Representative

- Update & Develop static websites for Google clients.
- Setup, verify & configure Google Apps, Analytics
- Optimization the system, network and automating the tasks (cronjob)
- Investigate and troubleshoot the queries regarding DNS, emails, websites, etc.