

# PRATAP SINGH

Leixlip, Kildare

☎ +353-0833083616

✉ [singhptp97@gmail.com](mailto:singhptp97@gmail.com)

🌐 [Linkedin](#)

## EDUCATION

**MSc Business Analytics, Trinity College Dublin**

**2023 – 2024**

*B.Tech - Information Technology, Srm Institute of Science and Technology - **86.57***

*2016 – 2020*

## TECHNICAL SKILLS

**Languages:** Python, PowerShell, Terraform, Ansible

**Technologies/Frameworks:** Public Cloud Azure, Jenkins, CI/CD pipeline, Azure DevOps, Azure SQL DB, Logic Apps, Azure Monitor, Docker, Kubernetes

**Tools:** Tableau, Dynatrace, PagerDuty, Splunk, Postman, VS Code

**Infrastructure and Security:** Azure AD, IaaS, Containers, Storage, Networking, operational and monitoring tools

## WORK EXPERIENCE

**Associate SAAS Engineer at Temenos | Azure DevOps**

**December 2020 - August 2023**

- Automated banking application deployment using Terraform and Azure DevOps, increasing efficiency by 40 percent.
- Developed Azure Cloud DevOps CI/CD pipelines, reducing deployment time by 50 percent.
- Managed a 4-person team utilizing Dynatrace/Datadog for cloud monitoring of 51 clients, including PayPal, resulting in a 30 percent increase in client satisfaction and a 25 percent improvement in system reliability.
- Streamlined Azure DevOps cloud cost optimization, reducing monthly expenses by 30 percent through effective resource management and scaling, maintaining performance.
- Boosted security compliance by 80 percent by automating vulnerability scans in CI/CD pipelines, proactively identifying and resolving threats before deployment.
- Managed over 1000 Azure support tickets monthly, exceeding SLA targets by 20 percent.
- Enhanced troubleshooting processes with development and testing teams, cutting resolution time by 35 percent.
- Improved project delivery by 15 percent through strategic planning and effective cross-functional team collaboration.
- Developed a cloud resource optimization strategy using predictive analytics, resulting in a 25 percent reduction in cloud spend without impacting performance.
- Implemented a comprehensive disaster recovery plan, reducing potential downtime by over 50 percent and ensuring business continuity.
- Streamlined technical issue resolution, achieving 50 percent faster response and minimizing operational impact.

## PROJECTS

**CI/CD and DevOps Pipeline Optimization | Jenkins, Azure DevOps, Terraform and Ansible**

**2022**

- Automated application deployments with CI/CD pipelines in Azure Cloud DevOps.
- Implemented cloud solutions and utilized Git/Github for version control, demonstrating code versioning expertise.

**Banking Automation and Monitoring Initiatives | PowerShell and Dynatrace**

**2021**

- Automated Jira ITSM CMDB creation across 3000+ VMs, reducing setup from months to 2 weeks.
- Enhanced real-time system monitoring with Dynatrace, reducing MTTR by 30 percent.
- Managed Dynatrace monitoring to integrate live data into dashboards, boosting real-time system visibility.

## CERTIFICATIONS

- AZ-104 Microsoft Azure Administrator - Microsoft
- Python - LinkedIn Learning
- Learning Excel - LinkedIn Learning

## EXTRACURRICULAR

- Secured 3rd in state-level football; avid badminton player.
- Traveled extensively across India, including Sikkim, Bangalore, Delhi, Chennai, and Hyderabad.