

RAHUL SWARGAM

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PROFESSIONAL SUMMARY

DevOps Engineer with 5+ years of progressive experience in evolving from Technical Support into Cloud and DevOps roles. Proven expertise in automating infrastructure, managing CI/CD pipelines, and deploying cloud services. Strong background in troubleshooting, with hands-on skills in AWS, Terraform, Kubernetes, and Docker. Adept at collaborating with development and operations teams to streamline workflows, enhance system reliability, and deliver efficient solutions in fast-paced environments.

TECHNICAL SKILLS

- AWS
- Terraform
- Ansible
- Jenkins
- Git
- CI/CD Pipelines
- Docker
- Kubernetes
- ELK Stack
- Python
- Shell Scripting
- Grafana
- Networking
- Webservers (Apache, Nginx)

WORK EXPERIENCE

DevOps Engineer - REALI SOLUTIONS

Jul 2023 - Aug 2025 | Bengaluru, India

- Designed and managed Infrastructure as Code (IaC) using Terraform to provision AWS resources, ensuring consistent and repeatable environments.
- Built and optimized CI/CD pipelines with Jenkins, automating build, test, and deployment processes, reducing deployment time, and improving release efficiency.
- Migrated Jenkins deployments to AWS CodeBuild, leveraging AWS-native services for scalable and cost-efficient builds.
- Containerized applications with Docker and deployed them on Kubernetes clusters, enhancing microservices scalability and reliability.
- Automated server provisioning and configuration management with Ansible and Shell/Python scripts, reducing manual efforts and preventing configuration drift.
- Developed Python scripts integrated with MS Teams to trigger builds and provide real-time notifications on build status and failure logs.
- Monitored production environments using ELK Stack and AWS CloudWatch, creating alerts and dashboards for proactive issue detection.
- Collaborated with development teams to integrate DevOps best practices, resulting in smoother deployments and fewer rollback incidents.
- Implemented security best practices, including AWS IAM management, patching, and vulnerability assessments.
- Managed SSL certificate renewals to ensure secure communication and compliance with standards.
- Provided on-call production support, troubleshooting, and resolving issues to maintain high uptime for client services.

Customer Support Associate - AMAZON (Contract)	<i>Aug 2022 - Feb 2023 Hyderabad, India</i>
<ul style="list-style-type: none"> Assisted customers via chat, email, and voice for delivery, refunds, returns, and order-related issues. Resolved escalations such as delayed deliveries, damaged products, and order cancellations efficiently. Processed refunds, returns, and replacements while ensuring customer satisfaction. Coordinated with delivery partners and internal teams to resolve logistics-related problems. Guided customers on order tracking, payment status, and product inquiries. Maintained accurate records of customer interactions and provided timely follow-ups. 	

Technical Support Associate - TECH MAHINDRA	<i>Dec 2021 - Jul 2022 Hyderabad, India</i>
<ul style="list-style-type: none"> Provided technical support to international customers via voice, assisting with internet, landline, and connectivity issues. Troubleshoot hardware, software, and network-related problems to ensure prompt issue resolution. Used CRM and ticketing tools to log, prioritize, and track customer requests efficiently. Assisted customers with account management, service inquiries, and troubleshooting guidance. Managed escalated issues by coordinating with internal teams to provide timely solutions. Conducted follow-ups to confirm resolution and ensure customer satisfaction. Educated customers on product features, preventive measures, and best practices. Adhered to Australian service standards and maintained quality in international voice interactions. Highlighted recurring technical issues and suggested improvements to enhance the support process. 	

IT Support Operations Analyst - KARVY INSURANCE REPOSITORY	<i>Feb 2020 - Apr 2021 Hyderabad, India</i>
<ul style="list-style-type: none"> Monitored and maintained internal IT systems to ensure smooth daily operations and high availability for business users. Provided technical support for office staff, troubleshooting software, hardware, network connectivity, and peripheral device issues. Managed user accounts, access permissions, and assisted with onboarding/offboarding processes in coordination with the IT team. Handled an internal ticketing system to log, prioritize, and resolve support requests efficiently, achieving high closure rates. Identified recurring technical issues and suggested long-term solutions to improve system reliability. Assisted in network upgrades, workstation deployments, and other infrastructure projects alongside senior IT engineers. Supported email, VPN, and other application services for internal teams. Maintained documentation of IT processes, troubleshooting steps, and system configurations for future reference. Collaborated with cross-functional teams to ensure the timely resolution of IT issues and smooth day-to-day business operations 	

EDUCATION	
JOGINPALLY B.R. ENGINEERING COLLEGE <i>Bachelor of Technology (Computer Science and Engineering)</i>	<i>July 2019 Hyderabad, India</i>
SRI CHAITANYA JR KALASALA <i>Intermediate (MPC)</i>	<i>Mar 2015 Hyderabad, India</i>
BRILLIANT GRAMMAR HIGH SCHOOL SSC	<i>Apr 2013 Karimnagar, India</i>