



# SHIVANAND BIRADAR

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## PROFESSIONAL SUMMARY

- DevOps Engineer with expertise in application deployment, production support, automation, and end user training.
- Proficient in developing Continuous Integration and Delivery pipelines.
- Adept at learning and implementing new technologies swiftly.
- Focused to drive excellence in every project to deliver outstanding results.
- Good understanding of infrastructure as Code with tools such as Terraform.
- Ability to logically approach a problem from definition through resolution.
- Ability to work effectively within a team with minimal supervision.
- Hands-on Knowledge of software containerization platforms like Docker and container orchestrations tools like Kubernetes and Docker Swarm.

## SKILLS

- Microsoft Azure: Networking, Compute, Storage, Azure Active Directory, Azure Site Recovery, Azure Monitoring and RBAC.
- Operating System: Windows. Linux (Basic Knowledge)
- DevOps Tools: Docker, Kubernetes, Azure Pipeline.
- Azure Developing Tools: PowerShell, Ansible, Azure CLI.
- Databases: PostgreSQL, MS SQL
- Version Controls: GitHub, Git, Azure Repos.
- Programming Languages: Python.

## EXPERIENCE

**Amazon Web Services | Seattle WA**  
**Cloud Support Engineer-II (DevOps)**

**May 2021 – Present**

- Providing advanced remote technical support to customers by responding to difficult technical inquiries related to large and production critical issues to propose solutions to and/or resolve root causes of cloud network and/or system issues.
- Leading and overseeing documenting all varieties of corner case scenarios and troubleshooting of workflows in AWS internal knowledge databases, and create tutorials, how-to videos and other technical materials for the AWS customer community.
- Navigating and configuring complex Linux/Windows systems and troubleshooting difficult issues. Applying advanced knowledge of information science and technology to perform difficult network troubleshooting of Amazon services using tools and technologies, including TCP/IP, DNS, DHCP, routing, switching, LAN/WAN, traceroute commands, iPerf, dig commands, and/or cURL.
- Executing migrations of existing on-premise environments to AWS Cloud, growing clients' existing cloud architecture by onboarding them onto new AWS services and providing maintenance support by providing complex technical assistance.
- Analyzing product and reports on support performance metrics to measure support success, service performance and driving customer facing platform improvements.

- Acting as a liaison between service development team and support engineering team, communicating customer feedback through tech sync meetings for product and service improvement. Participating in bug bash events to identify straightforward bugs and improve documentation to support overall customer experience.
- Executing customer code assessments and supporting customers in code development to deploy customer applications on the AWS cloud.

**ASC Americas | Holmdel NJ**  
**DevOps Engineer**

**Sep 2020 – Apr 2021**

- Assist in defining and implementing Azure DevOps projects with a focus on monitoring, alerting, and code deployments.
- Collaborate with development teams to identify necessary pipeline changes and improvements.
- Own maintenance and upgrade planning for DevOps integrated technologies.
- Monitor automated build and continuous software integration process to drive build/release failure resolution.
- Provision servers for testing purposes using IAC tools like terraform.
- Implement and support ASC's proprietary product both on premise and in the Azure cloud.

**ASC Americas | Holmdel NJ**  
**System Engineer / Implementation Engineer**

**Aug 2016 – Aug 2020**

- Install, configure, and implement ASC's proprietary product in complex enterprise infrastructures to fulfil customer requirements.
- Manage software upgrades and other changes and improvements to the product at client sites.
- Provide support to client's installations and support tickets from clients.
- Submit JIRA tickets to the development team and manage client requirements.
- Responsible for providing validation and readiness of the software against technical and business requirements.
- Deliver onsite or web-based training sessions to customers.
- Responsible for Compiling technical documentation for project deliverables and implementation design.
- Served as an ad-hoc technical resource to provide technical support, product demonstrations, and solution consultations.
- Implementing proposed technical strategies and solutions to satisfy customer business needs.
- Worked with development teams on new features and enhancements.
- Responsible to make sure that the project deliverable is completed accurately and on time.
- Performed internal QA and UAT testing used in a testing environment that simulates client infrastructure.
- Achieved efficiency and reduced redundancy by automating repeatable tasks using PowerShell and Python scripts.
- Spearheaded compliance efforts for implementations in financial institutions and developed best practices to drive continual process improvements for security and application compliance with enterprise servers.
- Resolved issues and escalated problems with knowledgeable support and quality service.

**Blackberry | Dallas, TX**  
**System Administrator Intern**

**Jan 2016 – May 2016**

- Partner with other System Administrators to effectively manage customer issues and escalations as well as customer satisfaction.
- Create new/update Knowledge Base documentation as required.

- Deploy Cisco and Avaya desk phones as needed.
- Provide world-class support and reinforce customer confidence while a resolution is being investigated.
- Triage incoming emails from various stakeholders and customers

**Fiserv | Dallas, TX**  
**Monitoring Analyst Intern**

**June 2015 – Aug 2015**

- Cross-train on specified monitoring tools and be able to independently function in the central monitoring analyst role.
- Develop automation skills and expertise with scripting and developing monitoring and alerting functions.
- Evaluate current central monitoring “process and procedures” and apply appropriate updates to ensure gaps are minimized or eliminated.

## **EDUCATION**

- Masters in Telecommunication and Network Engineering  
 Southern Methodist University – Dallas, TX  
 May 2016
- Bachelor of Engineering in Computer Science  
 Visvesvaraya Technological University – Karnataka, India  
 Jan 2014

## **CERTIFICATIONS**

- Microsoft certified: Azure Administrator Associate (AZ-104)
- Certified Kubernetes Administrator, issued by The Linux Foundation
- HashiCorp Certified: Terraform Associate
- AWS Certified Developer – Associate