KM SONI SINGH
Cloud Support Engineer || DevOps || Linux Admin

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PROFESSIONAL SUMMARY

Azure & Redhat certified **Cloud & Linux Engineer** with **6+ years** of experience in system administration, cloud support, and infrastructure automation across **Azure and AWS.** Skilled in troubleshooting, patching, and performance optimization for enterprise environments. Practiced **DevOps methodologies** through **hands-on GitHub projects,** including **CI/CD automation, Kubernetes orchestration, Infrastructure as Code (IaC), monitoring, and container security.**

SKILLS

Technical Skills:

- **Cloud Platforms:** Azure, AWS, GCP, DigitalOcean
- **Linux Systems:** RHEL, CentOS, Ubuntu, Suse
- **DevOps & IaC:** Terraform, GitHub Actions, Azure DevOps, Docker, Kubernetes, Helm
- **Monitoring & Logs:** Prometheus, Grafana, Avantra, Nagios
- **ITSM Tools:** Jira, ServiceNow, Zoho Desk,**Script & Automation :** Ansible, Bash

Soft Skills: Leadership, Stakeholder Management, Collaboration & Communication, Problem-Solving & Critical Thinking

EDUCATION

Year	Institute	Course	% / GPA
2013- 2017	Dr A P J Abdul Kalam Univercity, Lucknow	B.Tech	65%

WORK EXPERIENCE

Technical Lead - AWS & Linux Support   Comviva (Gurgaon) *(Oct 2024 - Jun 2025)*

- Diagnosed **Linux kernel panics** and **server crashes, reducing MTTR by 40%**
- Provided end-to-end AWS Cloud Infrastructure support by managing **EC2 instances, S3 storage, RDS databases, VPC networking, IAM roles/policies**, **Auto Scaling**, and **Elastic Load Balancing** ensuring **99.9%** service availability and compliance with security standards
- Automated metrics validation using **Ansible** and **Bash scripting**, reducing manual effort and saving **20+ engineering hours per month**
- Led team of 3 engineers, resolving **95%+** tickets within **SLA (Jira & ZohoDesk)**
- Integrated and configured monitoring solutions using **Prometheus and Grafana** to enable proactive **performance tracking, real-time alerting, and improved system reliability**

Service Delivery Engineer L2 - Cloud Infra   Dell (Bangalore) *(Aug 2020 - Sep 2024)*

- Executed **OS patching and upgrades** across **500+ Azure** and **multi-cloud Linux servers**, **ensuring compliance, security hardening, and minimal downtime through structured Change Management processes**
- Built **auto-scaling** VM deployments with **IAM, NSG, VNet Peering, ALB/WAF rules, ensuring 99.9% uptime**
- Improved incident resolution (**P1/P2/P3**) with **99% SLA** adherence using **ServiceNow & cross-team war rooms**
- Integrated monitoring with **Azure Monitor, Log Analytics, Avantra**

Application Support Engineer   Turaco Mobile (Bangalore) *(Oct 2019 - Dec 2019)*

- VM deployments on **DigitalOcean**, configured **web/app/db servers.**
- Authored and published technical blogs on **WordPress** to share best practices, troubleshoot guides, and **knowledge articles,** enhancing team collaboration and technical visibility
- Deployed application upgrades and implemented **server hardening** measures across **Linux environments, improving system security, stability,** and **compliance** with organizational standards
- Implemented **Nagios** monitoring, improving proactive issue detection by **30%**

OSS Engineer   Nokia (Noida) *(Jul 2018 - Jun 2019)*

- Optimized workflows via **ZTE & Huawei OSS tools**
- Performed regular **health checks on Linux and Windows servers to ensure optimal system performance, availability, and compliance with operational standards**

Linux Administrator   UniOrange (Delhi) *(Aug 2017 - May 2018)*

- Delivered **L1 Linux server support, troubleshooting config & package management (RPM, YUM)**
- Managed **Linux processes** and **system metrics (CPU, memory, disk I/O)** to optimize operating system performance and reliability.

GitHub Project : https://github.com/soni12-wp/soni

- Designed and deployed a **CI/CD pipeline** with **Azure DevOps & GitHub Actions** to build, test, and deploy containerized applications into **Kubernetes**
- Automated infrastructure provisioning using **Terraform** for multi-cloud environments **(AWS & Azure)**, with version-controlled IaC in **GitHub,** security scanning using **Trivy** and integrated **Snyk,** observability stack using **Prometheus & Grafana**