SOWMIYA SHANKAR

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OBJECTIVE:

Seasoned IT professional with over **4+ years** of industry experience, specializing in AWS and DevOps for the past **3 years**. Proficient in **Docker, Kubernetes, Jenkins, Ansible, and Terraform**, with strong knowledge of **AWS services**. Skilled in automating infrastructure, optimizing deployments, and implementing **CI/CD** pipelines. Committed to driving continuous improvement and operational excellence through innovative cloud solutions.

CERTIFICATIONS:

- **AWS Certified Cloud Practitioner, Valid till December' 2025.**
  https://www.credly.com/badges/3aa5bcbd-87f1-4914-9e54-8793e916f2ac/linked_in_profile
- **AI Tools Workshop Certification.**
- **CCNA in Stellar Technologies, 2019.**

SKILLS:

- Kubernetes
- Docker
- Ansible
- Jenkins
- Terraform
- Git & GitHub
- Linux
- Python
- Maven
- Nginx
- Apache Tomcat
- SonarQube

AWS Services: EC2, S3, VPC, IAM, ELB, ASG, Route 53, CloudFront, RDS, Cloud Watch, and more

WORK EXPERIENCES:

Factals Infotech Solutions, Chennai.   August 2021 to Present

Role: - DevOps Engineer

Project: - Client: K Health Inc.

Role and Responsibilities:

- Administered **GitHub**, creating over 50 branches and tags, managing access permissions, and setting up hooks to streamline version control processes.

- Developed and maintained **CI/CD** pipeline scripts, integrating GitHub, **Maven**, and **Jenkins**, resulting in a 30% increase in deployment efficiency.

- Set up automated builds using **Webhooks** and **Poll SCM** in Jenkins, meeting all project build requirements and reducing manual intervention by 40%.

- Collaborated with the team to create and manage **Kubernetes** clusters, enhancing application orchestration and reducing deployment times by 25%.

- Wrote and maintained Dockerfile, improving **Docker** image build consistency and reducing image build times by 20%.

- Defined and Organised Kubernetes pods, deployments, stateful sets, daemon sets, and replica sets, ensuring 99.9% uptime for containerized microservices applications.

- Developed and deployed monitoring systems with **Grafana**, resulting in a 50% reduction in incident response times through improved visualization and alert generation.

Project: - Client: Headspace Inc.

Role and Responsibilities:

- Provisioned cloud infrastructure using **Amazon Web Services**, leading to a 40% reduction in infrastructure costs through optimized resource allocation.

- Established a three-tier architecture in AWS using services like **EC2, S3, EFS, IAM, load balancer, auto-scaling, VPC, Route 53, CloudFront, CloudWatch, and RDS, ensuring robust and scalable infrastructure.**

- Created and Controlled S3 buckets with lifecycle management for old data and logs, achieving a 30% reduction in storage costs.

- Utilized **VPC peering** and **NAT Gateway** for application servers hosted on private subnets, enhancing security and network performance.

- Wrote **Terraform** code to automate cloud infrastructure builds, reducing manual provisioning efforts by 50%.

- Established secure VPCs by creating private and public subnets in AWS, enhancing overall network security and compliance.

- Configured auto-scaling policies, optimizing EC2 instance usage and reducing downtime by 20%.

- Supervised EC2 instances running **Apache Tomcat**, ensuring 99.5% availability and securing access through properly arranged security groups and **network ACLs**.

Sify Technologies Pvt Ltd [Payout: Ensure Support Services (India) Limited], Chennai.

Help Desk Coordinator   July 2019 to September 2020

Role and Responsibilities:

- Investigated and resolved over 500 issues reported by users and clients using a **CRM ticketing system**, achieving a 95% customer satisfaction rate.
- Introduced a systematic approach to categorize issues based on severity levels, improving issue resolution times by 25%.
- Provided client and user support via phone calls and emails, maintaining a response rate within **SLA** targets.
- Managed the ticketing tool, facilitating efficient assignment of tasks to different support teams, including **L2** and **L3** support, improving overall resolution efficiency by 20%.
- Directed user administration through **AWS IAM**, creating and maintaining over 100 user accounts and groups.
- Troubleshoot and handled **Multi-Factor Authentication (MFA)** configurations, enhancing account security and reducing unauthorized access incidents by 30%.

Schneider Electric India Pvt Ltd, Chennai.

Quality Check Trainee   September 2018 to June 2019

Role and Responsibilities:

- Implemented a new testing protocol that reduced testing time by 25% while maintaining accuracy and reliability.
- Diagnosed and resolved 150+ workflow and production issues, leading to a 20% increase in overall production efficiency.
- Ensured compliance with safety regulations and industry standards across 100+ projects, resulting in zero safety violations.

ACADEMIC PROFILE:

- **Bachelor of Engineering in Electronics and Communication Engineering**   **78.5%**
  AVS Engineering College, Salem.