STEPHEN SAM

Senior Cloud & Devops Engineer

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Professional Summary

Senior Cloud & Devops Engineer with 6+ years of hands-on experience in cloud platforms (AWS, Azure), Linux systems, and DevOps practices. Proven expertise in managing scalable, high-availability infrastructure, automating deployments, optimizing performance, and leading cross-functional teams in global 24x7 environments.

Technical Skills

Cloud Platforms: AWS (EC2, S3, RDS, VPC, IAM, CloudWatch, Lambda, Route 53, CloudFront), Azure (VMs, AD, Pipelines, Functions, Storage, Azure Monitor, Front Door, WAF)

DevOps & Automation: CI/CD (Jenkins, Azure DevOps), Docker, Git, GitLab, Terraform, Ansible, Kubernetes (**Intermediate)**

Server & OS: Linux (Ubuntu, CentOS), Windows Server, Shell Scripting (Bash), basic Python, system performance tuning

Web Servers & Hosting: Apache, Nginx, IIS, WHM, cPanel, Plesk, Flussonic, Web Hosting migrations

Monitoring & Logging: Nagios, Grafana, CloudWatch Logs

Security & RCA: Server Hardening, IAM, Root Cause Analysis, Firewall configuration

Database Management: MySQL, SQL Server, DynamoDB

Version Control & Collaboration: Git, GitLab, GitHub, Bitbucket, Agile/Scrum basics

Soft Skills: Communication, Remote Support, Incident Management, Team Leadership

Professional Experience

Senior Cloud & Devops Engineer <u>– Grozeo International Pvt Ltd</u> **(Trivandrum)**
07/2022 – Present [2 year 10 Months]

- AWS & Azure Administration: Configured virtual machines, networks, storage, and security for dev/uat/production environments.
- Implemented DevOps methodologies CI/CD using Azure DevOps; automated deployments and monitored build pipelines
- Maintained high-availability Linux servers; ensured uptime and optimized performance
- Resolved critical production issues with detailed RCA
- R&D and Innovation: Conducted research to implement innovative, scalable solutions.
- Infrastructure Strategy: Developed strategies for improving security, cost efficiency, and scalability.
- Implemented multi-region AWS infrastructure replication for UK, UAE, and India projects using Terraform, provisioning EC2, Lambda, Aurora, DynamoDB, and S3 with reusable modules and environment-specific configurations.
- Used Ansible to automate server setup, application deployment, and system hardening across multi-region EC2 infrastructure.
-Designed and implemented Grafana dashboards to monitor server and database performance for UK, UAE, and India environments, integrating with CloudWatch to track CPU, memory, disk I/O, and database load. Created custom alerts to proactively detect anomalies and ensure uptime.
- IT Infrastructure Security & Efficiency: Ensured security, server hardening, and resource optimization.
- Implemented and managed Azure Front Door with Web Application Firewall (WAF) for global load balancing, application acceleration, and enhanced security across enterprise web applications
- Led the Infrastructure Team in deploying and scaling cloud-native solutions, ensuring operational excellence and adherence to best practices.
-Actively engaged in R&D to evaluate emerging cloud technologies, optimize architecture, and recommend innovative solutions for infrastructure improvement
-Developed and maintained custom monitoring dashboards using Grafana and Azure Dashboards to ensure real-time visibility into infrastructure performance and application health.
-Led end-to-end server and cloud migration projects, including planning, execution, and validation of workloads to Azure, minimizing downtime and ensuring data integrity
-Implemented vertical and horizontal scaling strategies for cloud-hosted applications to ensure optimal performance, cost-efficiency, and high availability under varying workloads

<u>Senior System Administrator – Sherji Technologies Pvt Ltd</u> **(Trivandrum)**
03/2020 – 06/2022 [2 year 6 Months]

- Linux Server Maintenance: Managed and maintained Linux servers and applications.
- Server Troubleshooting: Resolved server issues and optimized performance.

- LAMP Stack Management: Installing and managing LAMP applications.
- Git & GitLab Administration: Managed version control systems and repositories.
- DevOps Support: Provided support for CI/CD pipelines and automation.
- AWS Cloud Administration: Administered AWS cloud infrastructure.
-cPanel Server Migration: Conducted server migrations using cPanel.
- Web Hosting: Managed web hosting services using WHM and cPanel.

Jr. Linux Administrator - WebMobi Network Solutions Pvt Ltd   (Kakkanad, Kochi)
06/2018 – 11/2018 [5 months]

- Server Troubleshooting: Diagnosed and resolved server-related issues.
- Flussonic Server Administration: Managed and maintained Flussonic streaming servers.
- Configured and administered Nginx servers for optimal performance.
- Server Monitoring: Monitored server health and performance.
- Client Support: Provided technical support to clients via chat, Skype, and ticketing systems.

Junior Linux Administrator – IntegralHost | Jun 2018 – May 2019   (Kochi)
06/2017 – 05/2018 [1 year]

- Handled L1 support for VPS and shared hosting platforms
- Managed client accounts and supported website/email/server issues
- Assisted with Linux system
- Worked on WHM/cPanel and DNS troubleshooting

Key Projects & Achievements

- Designed AWS architecture for AIDH Legal Suite – a corporate legal SaaS platform]
[Architected and implemented a secure, scalable AWS infrastructure for a cloud-based legal SaaS product.
Utilized **EC2** for compute, **S3** for storage, **MySQL** (RDS) for the backend database, and **SES** for transactional
emails. Integrated **Postfix** for advanced email handling and notifications. Ensured high availability, data
security, and performance optimization across the platform.]

- Co-founded HostingBugg.com, managing 25+ clients over 2 years (2022–2024)

[Launched and managed a web hosting startup serving 25+ clients. Designed and maintained shared hosting
infrastructure using **WHM/cPanel,WHMCS, Apache, MySQL**, and **Linux servers**. Handled domain registration,
server provisioning, email hosting, client onboarding, and support. Implemented **server security, backups**, and
performance monitoring]

- Created and deployed EzeCub hosting service product under Sherji Technologies
[Built a shared hosting service using **WHM/cPanel and WHMCS**, supporting automated account setup, domain
management, and website deployment. Handled **server configuration, resource allocation**, and **client
support**, ensuring a stable and scalable hosting environment.

Certifications

Microsoft Certified: Azure Administrator Associate (AZ-104) – Pursuing

Red Hat Certified System Administrator (RHCSA)

cPanel University Certified, 2017

Cisco CCNA – Course Completed, 2016

Education

Higher Secondary – G.H.S.S Koipuram, Pathanamthitta – 2013

SSLC – N.M.H.S Kumbanad, Pathanamthitta – 2011

Languages

English – Fluent | Malayalam – Native

Updated On :06/05/2025