Tamhid Chowdhury
Cloud DevOps Engineer
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I am based in Nashville, but open to relocation. I have extensive experience in building secure CI/CD pipelines and managing scalable deployments across cloud and hybrid environments. I am skilled in IaC, Docker, Kubernetes, Python and monitoring with Prometheus, Grafana and Datadog.

EXPERIENCE

Alvaria CX / Aspect Software   **Remote**
Cloud DevOps Engineer   *November 2021 - January 2025*

- Reduced deployment time by 65% and failure rate by 30% by implementing fully automated CI/CD pipelines using Ansible and Terraform, enhancing deployment efficiency.
- Designed and deployed containerized applications using Docker and Kubernetes, optimizing scalability and resource efficiency across cloud environments.
- Designed and deployed a REST API in Docker that catalogs all development and production EC2 instances, supporting internal tools and scripts,
- Led post-incident recovery efforts after a major security event, restoring infrastructure, identifying vulnerabilities, and implementing enhanced security measures.
- Built CI/CD pipelines using Python and Ansible to procure DigiCert certificates, securely storing them in HashiCorp Vault and integrating with configuration management tools to streamline deployment and improve security.
- Led seamless cloud migrations, collaborating with cross-functional teams to transition customers from on-premises to cloud environments, improving scalability and operational efficiency and reducing cost.
- Automated key operational tasks by developing PowerShell, Bash, and Python scripts for system monitoring, automation, and process optimization.
- Diagnosed and resolved cloud infrastructure issues, performing root cause analysis and implementing long-term solutions to enhance system stability.

Alvaria CX / Aspect Software   **Remote**
Customer Care Engineer   *November 2020 - November 2021*

- Provided Tier 2/3 support, diagnosing and resolving technical issues with proprietary software.
- Assisted in system upgrades and migrations while performing log analysis to identify and resolve system issues.
- Worked closely with senior engineers to implement security best practices and system hardening.
- Published technical documentation and troubleshooting procedures for knowledge base articles.
- Assisted in the training and onboarding of new hires.

Boeing   **Nashville, TN**
Enterprise Help Desk   *September 2018 - October 2020*

- Delivered expert technical support, swiftly diagnosing and resolving complex issues across enterprise software and diverse Windows and Linux environments.
- Managed high volumes of service requests, maintaining a 95%+ customer satisfaction rate and achieving an 80%+ first-call resolution rate, ensuring seamless IT operations.
- Stepped into a Tier II role, efficiently handling escalated service tickets and reducing resolution times.
- Trained and mentored new hires, accelerating onboarding and strengthening team capabilities.

TECHNICAL SKILLS:

- **Cloud Platforms:** AWS, Azure, GCP
- **Networking:** TCP/IP networking/routing, SSH, HTTP, DNS
- **Containerization:** Docker, Kubernetes
- **CI/CD Tools:** Jenkins
- **IaC Tools:** Terraform, Ansible, Pulumi, Chef, Puppet
- **Scripting & Programming:** Python, Bash, Ruby, Shell
- **Monitoring & Logging:** Datadog, Prometheus, Grafana
- **Version Control:** Git, Bitbucket
- **Operating Systems:** Linux (RHEL, Ubuntu, Arch, Raspbian, etc.), Windows Server

EDUCATION:

Computer Science
Middle Tennessee State University   *2016 - 2020*

- Relevant Coursework: Data Structures, Software Development, Algorithm

PERSONAL PROJECT:

- Built a custom Linux distribution from scratch, configuring the kernel, bootloader (GRUB), and essential packages.
- Gained deep insights into Linux internals, system initialization, and dependency resolution.

LANGUAGES

Professional fluency in: English, Bangla, Hindi, Urdu