



ABHISHEK THAPLIYAL

abhishek.thapliyal28@gmail.com || +1 (226) 899-2283(Canada) || www.linkedin.com/in/abhishek-thapliyal ||
github.com/thapliyal28 || Canadian Citizen (Eligible to work anywhere in Canada and USA)

SUMMARY OF QUALIFICATION

- DevOps professional with 7+ years of experience in cloud-based solutions and enterprise-level applications.
- Master's in electrical and computer engineering from the University of Waterloo.
- Strong competencies in Continuous Integration/Deployment/Monitoring, Automation, Databases, and Performance Analysis, AI-assisted automation.

SKILLS

- **DevOps Tools:** Jenkins, ArgoCD, Spinnaker, Github actions.
- **Version Control:** Bitbucket, Github, Git.
- **Cloud Platforms:** Azure, AWS
- **Containerization:** Docker, Kubernetes, AKS, EKS.
- **Scripting Languages:** Bash, Python, Groovy, PowerShell, Ruby.
- **Automation:** Ansible, Terraform, Helm, Github actions.
- **Monitoring:** Prometheus, Grafana, ELK(Elasticsearch/Logstash/Kibana), New Relic.
- **Programming Languages:** C, C++, HTML/CSS, YAML, Java, REST API.
- **Ticketing System:** Salesforce, Zendesk, Jira.
- **Databases:** Cassandra, MySQL, MSSQL, Elasticsearch, IBM DB2, Oracle DB.
- **Documentation:** Confluence.
- **Operating System:** Linux (CentOS, Ubuntu), Windows, MacOS.
- **AI & Automation (Azure):** Azure OpenAI, Azure AI Fundamentals, GitHub Copilot,

EDUCATION

University of Waterloo.

Master of Engineering (Electrical & Computer Engineering.) (80%)

April 2018 | Waterloo, Canada

University of Petroleum & Energy Studies

Bachelor of Technology in Electronics Engineering (84%)

May 2013 | Dehradun, India

WORK EXPERIENCE

Intermediate DevOps Engineer, PointClickCare Inc, ON, Canada (March 2021-present)

- Designed and automated CI/CD pipelines using Jenkins, GitHub Actions, ArgoCD, and Spinnaker, improving deployment reliability to ~95% success rate across multiple environments.
- Deployed and created various monitoring dashboards in Grafana, ELK(Elasticsearch, Logstash, Kibana) and integrated/automated notification method from various tools(jenkins) to MS Teams/Outlook.
- Designed, developed, and maintained containerized applications(microservices) using Kubernetes and Docker, ensuring scalable, secure, and compliant deployments.
- Migration and deployment of various services, databases from aws/on-premises to azure cloud.
- Maintained and verified product release plans related to the SDLC.
- Deployment and maintenance of various cloud resources (Azure Kubernetes services, storages, VMs, SQLMI, Networks) using terraform/ansible/helm.
- Upgrading and maintaining various DevOps/cloud tools like (Jenkins, AKS, SQMI, Sonatype) plus Atlassian tools(Jira,Confluence,bitbucket).
- Rotating SSL/TLS certs from time to time for various devops tools and applications.
- Enhanced project workflows and Groovy scripted fields in Jira.
- Worked on migration of Atlassian tools jira/confluence/Jenkins from on-prem to cloud.
- SCM migration of bitbucket to GitHub EMU.
- Worked on creating GitHub actions like for CI/CD, Jira Ticket validation, Notification to teams for PR status, Secret text detection etc. and self-hosted action runners.
- Led on-call support for production environments, addressing critical deployment issues, ensuring high availability, and minimizing infrastructure failures.
- Built an AI agent to search and summarize knowledge across Jira & Confluence, enabling self-serve documentation discovery.

- Adopted AI tools like co-pilot, Azure open AI to enforce best practices in cloud security, YAML structure, and deployment workflows.

Technologies used:

- Source Control: - Git, bitbucket, github
- Containerization: - Kubernetes(AKS,EKS), Docker.
- Tools: Jenkins, Spinnaker, ArgoCD, Github Co-pilot, OpenAI.
- Configuration Management: - Ansible, Terraform, Helm.
- Monitoring: - Grafana, Kibana(ELK), Prometheus, AppDynamics.
- Operating System: - Linux, Windows.
- Databases: - MSSQL, Redis.
- Cloud: - Azure Cloud, AWS.
- Scripts: - Python, Bash, Groovy, PowerShell.
- Documentation/Ticketing:- Confluence/Jira.
- Security Tools: - Sonatype, Fortify, sonarqube.

Deployment and Support Engineer III, Vital Images Inc., ON, Canada. (July 2018-March 2021)

- Promoted through roles from Deployment Engineer to Deployment Engineer III in 2 years.
- Managed deployment of IT healthcare solutions, including security and database integration.
- Led troubleshooting efforts through log analysis and improved case resolution rates by mentoring support engineers.
- Deployed the logging and monitoring pipeline (Elastic/Logstash/Kibana/Filebeats).
- Used tools like Ansible for continuous management and deployment automation.
- Deployed and used NIFI for dataflow management.
- Deployed and integrated various databases like Cassandra, Db2, Elasticsearch with various applications.
- Manage configuration management repository (Git and BitBucket).
- Frequently used scripting languages like python, groovy, bash for continuous integration and deployment of applications.
- Configure integration with client environment, troubleshoot TLS/SSL, LDAP, DICOM and HL7, Rest API;
- Deep dive into system performance issues in Java application, database, CentOS and RedHat Linux, network, Virtual Machine, block, file and object storage (S3)

Technologies used:

- Source Control: - GIT, bitbucket, github.
- Configuration Management: - Ansible, Terraform.
- Data flow automation/management:- NIFI.
- Monitoring: - Elasticsearch/Logstash/Kibana,New-Relic.
- Containerization: - Kubernetes (AKS,EKS), Docker.
- Operating System:- Linux(CentOS),Windows, macOS
- Databases: - Cassandra, Db2, Elasticsearch
- Scripts: - Python, Bash, Groovy.
- Ticket/Information Management: - Zendesk,Jira,Confluence.
- Others: - SSL certificates, Virtual Machines, SSH, AD integration. DICOM/HL7 standards.

Project/Network Engineer, Multitech Sales & Services, India (March 2015-Jan 2016)

- Managing the Installation, maintenance and commissioning of various Network Switches, routers, wireless controllers, CCTV, Access Control System, Fire alarm system, and other Network equipment.
- Setting and configuring a LAN network.
- Updating data to maintain records according to the site conditions.
- Regular meeting with client for discussion regarding project changes and progress updates.

Technologies used: -

- Platform: - Linux,(CentOS),Windows.
- Tools: - tcpdumps,Wireshark
- Scripts: - Bash
- Ticket/Information Management: - Zendesk, Jira, Confluence

Project/Network Engineer, Diebold Systems Pvt. Ltd., India (Sep2014 - Feb2015)

- Managing the Installation, maintenance and commissioning of various Network Switches, routers, wireless controllers, CCTV, Access Control System, Fire alarm system, and other Network equipment.

- Troubleshoot various network issues and collaborate with staff and outside vendors to resolve complex problems
- Selection of Product Vendors, to provide material and negotiating subcontracts for product installation or other services.

Technologies used: -

- Operating System: -Linux(CentOS),Windows.

CERTIFICATION

- **Microsoft Certified: Azure Administrator Associate:-** Credential ID:5BE986C8ECD56DB3
- **Cisco Certified Network Associate-Routing& Switching (CCNA-R&S) :-**Cisco ID:-CSCO13312187
- **HashiCorp Certified: Terraform Associate:-** HCTAO-003
- **Microsoft Certified: Azure AI Fundamentals:-** Credential ID: 89B848B1ECE943B7

PROJECTS

Bitbucket to GitHub EMU Migration:

- Led the migration of repositories from Bitbucket to GitHub to streamline version control and improve collaboration.
- Worked on creation of GitHub actions like CI Jenkins trigger, Jira Ticket validation, Notification to teams for PR status, Secret text detection etc.

AWS/On-Premises to Azure Migration:

- Led a migration project, transitioning applications and databases from AWS and on-premises environments to Azure AKS optimizing cost and performance.

Atlassian Tools(Jira/Confluence) Migration:

- Worked on migration of jira and confluence from on-prem to AKS infrastructure.

Terraform and Helm /Ansible scripts for AKS infrastructure provisioning and Application Deployment

- Used Terraform script to provision the AKS infrastructure for the deployment of node.js/Java based application and used Helm to write the deployment manifests.

Scripted Custom jira fields for old and new projects:

- Switched and automated normal jira fields to scripted custom fields for various jira projects using groovy based scripts in script runner.

Azure Kubernetes Service (AKS) cluster with NGINX Ingress and TLS termination using Terraform and Helm

- Sample project using Terraform for infrastructure provisioning and including helm/ingress controller/SSL concepts for deployment of Nginx.(<https://github.com/thapliyal28/terraform-aks-helm-nginx.git>)