

Vidhya Shanker Goel

Senior DevOps Engineer

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Professional Summary

Senior DevOps Engineer transitioning to a role in Network and Technology Operations. Over 6 years of experience in Build, Release, Deployment, and Software Configuration Management with strong troubleshooting and customer-facing skills. Experienced in resolving operational issues, managing cloud infrastructures, and providing 24x7 production support. Proficient in AWS, Networking, PowerShell, and Bash scripting.

Technology and Experience

- **AWS (Amazon Web Services):** 6+ years. Optimized cloud infrastructure, reducing provisioning time by 30% and cutting costs by 25%.
- **Networking (DHCP, DNS, VLANs):** 4+ years. Improved network performance by 15%.
- **Configuration Management (Chef, Ansible):** 5+ years. Automated server configuration for 500+ instances.
- **CI/CD Pipelines:** 6+ years. Accelerated deployment cycles by 25%.
- **Scripting (PowerShell, Bash, Python):** 5+ years. Automated processes, saving 15+ hours per week.
- **Monitoring and Logging (CloudWatch, ELK Stack):** 4+ years. Reduced system downtime by 20%.
- **Version Control (Git, GitHub):** 6+ years. Maintained code integrity.
- **Jenkins:** 6+ years. Integrated CI/CD pipelines, reducing build times by 20%.
- **Terraform:** 4+ years. Automated infrastructure provisioning, reducing setup time by 35%.
- **Customer Support Tools:** 3+ years. Resolved 80% of support cases within SLA.

Professional Experience

Greater Toronto Airport Authority (Wipro) — Toronto, ON

Senior DevOps Engineer — June 2018 – December 2023

- Deployed a robust cloud infrastructure monitoring system with AWS CloudWatch, ensuring 99.9% uptime and reducing downtime by 30%.
- Automated health checks and optimized endpoint configurations, decreasing issue resolution time from 3 days to 1 day.
- Automated cloud sensor configurations using Chef and Ansible, reducing manual errors by 50%.
- Created detailed knowledge-base articles, cutting recurring technical issues by 20%.
- Streamlined communication and escalation processes, reducing MTTR for critical issues by 25%.

RSA Insurance Group (Wipro) — Toronto, ON

DevOps Engineer — 2019 – 2020

- Automated CI/CD pipelines with Jenkins, reducing build and deployment times by 40%.
- Automated cloud sensor communication protocols, decreasing communication failures by 30%.
- Improved online support tools, decreasing average customer issue resolution time by 35%.
- Introduced Terraform-based Infrastructure as Code, cutting deployment time by 50%.
- Standardized cloud environment configurations using Ansible, reducing configuration drift by 25%.

Citi Bank (Wipro) — Toronto, ON

Junior DevOps Engineer — 2018 – 2019

- Optimized the CI/CD pipeline using Jenkins, cutting build times by 30%.
- Developed automated deployment scripts using PowerShell and Bash, reducing setup times by 40%.
- Implemented Zendesk for faster support ticket management, reducing average resolution time by 25%.
- Implemented AWS cost optimization strategies, reducing cloud spend by 20%.
- Integrated ELK stack for real-time monitoring, reducing time to identify critical issues by 30%.

Technical Skills

Methodologies: Agile, DevOps, Scrum

Languages: SQL, YAML, Bash, Python, PowerShell, Shell

Cloud Technologies: AWS, Azure, Google Cloud Platform

Configuration Management: Chef, Ansible, Puppet

Continuous Integration: Jenkins, GitLab CI, Travis CI

Version Control Tools: Git, GitHub, Bitbucket

Networking: DHCP, DNS, VLANs

Monitoring: CloudWatch, ELK Stack, Prometheus

OS & Environment: Windows, Unix, Linux, macOS

Customer Support Tools: Zendesk, ServiceNow

Certifications

- 2023: AWS Certified Solutions Architect – Associate
- 2022: Certified Kubernetes Administrator (CKA)
- 2021: Microsoft Certified: Azure Administrator Associate
- Pursuing: CCNA, Network+ Certification

Projects

Project 1: Cloud Infrastructure Optimization for Greater Toronto Airport Authority (2022)

Reduced cloud costs by 25%, improved system availability to 99.9%, and decreased downtime by 40% through automated scaling using AWS ELB and Auto Scaling Groups.

Project 2: CI/CD Pipeline Automation for RSA Insurance Group (2020)

Reduced release cycle time by 40%, cutting deployment delays from 5 days to 3 days, enabling faster time-to-market for new insurance products.

Project 3: Cost Optimization and Monitoring for Citi Bank (2019)

Reduced cloud spending by 20%, saving approximately 300,000 annually through AWS cost optimization strategies and real-time monitoring.