Vidhya Shanker Goel

Senior DevOps Engineer
Toronto, ON
+1 (437) 366-4623
vidhyashankargoel1996@gmail.com

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%**.

Education

Humber College — Toronto, ON   *2024–2025*
Business Insights in Big Data Analyst (In Progress)

Birla Institute of Technology and Science   *2018–2022*
M.Tech in Software Engineering

Guru Gobind Singh Indraprastha University   *2015–2018*
Bachelor of Computer Science

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

Cloud Infrastructure Optimization for Greater Toronto Airport Authority (2022)
Role: Lead Engineer — Team Size: 5 — Tools/Technologies: AWS, CloudWatch, ELB, Auto Scaling, Terraform
Led a multi-million dollar cloud infrastructure optimization project, achieving a **25% reduction in costs** (approx. **$500,000** annually) and enhancing system availability to **99.9%**.

- Analyzed existing infrastructure using AWS Cost Explorer and devised a re-architecture plan.

- Implemented automated scaling with AWS ELB and Auto Scaling Groups, improving resource allocation.

- Established AWS CloudWatch dashboards for real-time performance insights, reducing downtime by **40%**.

- Collaborated with IT, Finance, and Operations to integrate optimized solutions and trained staff on best practices.

CI/CD Pipeline Automation for RSA Insurance Group (2020)
Role: DevOps Engineer — Team Size: 4 — Tools/Technologies: Jenkins, Docker, Ansible
Spearheaded a project to automate CI/CD processes, reducing deployment time by **50%** and increasing deployment frequency from bi-weekly to **weekly**.

- Developed Jenkins pipeline scripts and integrated with Docker for containerized applications.

- Automated testing and deployment processes using Ansible, ensuring seamless transitions from development to production.

- Implemented code quality checks and integrated testing frameworks, resulting in a **30% reduction in post-deployment issues**.

Support Tool Implementation for Citi Bank (2019)
Role: Junior DevOps Engineer — Team Size: 3 — Tools/Technologies: AWS, Zendesk, ELK
Designed and implemented an automated support tool using AWS and Zendesk, enhancing support efficiency and reducing customer response time by **30%**.

- Developed a feedback loop for continuous improvement of support processes.

- Integrated ELK for monitoring support ticket trends, leading to improved customer satisfaction.