

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
- Networking (DHCP, DNS, VLANs): 4+ years
- Configuration Management (Chef, Ansible): 5+ years
- CI/CD Pipelines: 6+ years
- Scripting (PowerShell, Bash, Python): 5+ years
- Monitoring and Logging (CloudWatch, ELK Stack): 4+ years
- Version Control (Git, GitHub): 6+ years
- Jenkins: 6+ years
- Cloud Computing (AWS, Azure): 6+ years
- Terraform: 4+ years
- Customer Support Tools: 3+ years

Core Competencies

- Troubleshooting and Issue Resolution
- Operational Health Monitoring
- Cloud Sensor Configuration
- Endpoint Agent Installation and Management
- Networking (DHCP, DNS, VLANs)
- Customer Support and Communication
- Continuous Integration/Continuous Deployment (CI/CD)
- Automation and Orchestration
- Configuration Management
- Documentation of Technical Solutions
- Agile and Scrum Methodologies

Professional Experience

Greater Toronto Airport Authority (Wipro)

Toronto, ON

Senior DevOps Engineer

June 2018–December 2023

- **Managed and monitored the operational health** of cloud infrastructures, ensuring high availability.
- **Resolved customer-facing technical issues**, including **cloud sensor configuration** and **endpoint agent operational issues**.
- **Documented technical solutions** and contributed to knowledge-base articles to aid in future troubleshooting.
- **Provided 24x7 support** and worked with cross-functional teams on critical issues.

RSA Insurance Group (Wipro)

Toronto, ON

DevOps Engineer

2019–2020

- **Automated build processes** and managed **cloud sensor communications** for seamless operations.
- **Supported customer environments** via phone and online support tools, ensuring prompt resolution of issues.

Citi Bank (Wipro)

Toronto, ON

Junior DevOps Engineer

2018–2019

- Contributed to **CI/CD pipeline development**, focusing on **operational efficiency** and **customer support**.
- **Handled customer inquiries and resolved technical issues** to ensure smooth operations.

Education

Humber College

Toronto, ON

Business Insights in Big Data Analyst
In Progress

2024–2025

Birla Institute of Technology and Science

M.Tech in Software Engineering

2018–2022

Guru Gobind Singh Indraprastha University

Bachelors in Computer Science

2015–2018

Technical Skills

Methodologies: Agile, DevOps, Scrum

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

Cloud Technologies: AWS (Amazon Web Services), 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

Network Operations Support:

- **Supported the operational health** of network sensors and scanners in customer environments.
- **Managed and resolved customer-facing issues** related to **cloud sensor configuration** and **end-point agents**.

Security Automation:

- Developed **automated security compliance checks** with **AWS Config** and **Lambda**, and a **centralized logging solution** with **ELK stack**.
- Reduced vulnerabilities by **30%** through regular security audits.

Data Pipeline Automation:

- Created an **automated data pipeline** using **AWS Glue** and **Lambda**, integrating with **Amazon Redshift**.
- Reduced processing times by **35%**.