Vikas Madan Surve – Tech Lead

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Strategic and certified **Senior DevOps Engineer** with over **10 years of proven success** in designing, implementing, and optimizing end-to-end DevOps solutions across cloud-native environments. **Led** the development of scalable CI/CD pipelines using **Azure DevOps, GitLab, and Jenkins**, and **orchestrated** containerized applications with **Docker** and **Kubernetes (AKS)**. **Engineered** secure, configured infrastructure using **Terraform**, **Bicep**, and **Azure**, while **streamlining** deployment processes and **enhancing** system reliability. **Directed** cross-functional teams, **mentored** junior engineers, and **championed** DevSecOps best practices to ensure compliance, performance, and continuous delivery excellence. Capable of **driving innovation**, **resolving complex challenges**, and **delivering** high-impact solutions in fast-paced, agile environments.

KEY SKILLS

CI/CD Pipeline Automation | DevSecOps Practices | Cloud & Infrastructure as code | Container & Orchestration | Configurations & Scripting | Monitoring and Observability | Security and Networking | Leadership and Collaboration | Soft Skills & Strengths

TOOLS & TECHNOLOGIES

Scripting Languages: Shell, YAML, Groovy, Python | **Database Management System:** MySQL **Database:** RDBMS, NoSQL | **Container Platform**: Docker, ACR | **Architecture:** Batch Processing, Microservices **Version Control:** Git, GitHub, Azure Repos | **Platform:** DevOps, Azure Cloud, AWS Cloud **Monitoring & Observability:** Azure Monitor, Grafana, Prometheus, Log Analytics | **Domain:** E-Commerce, Facility Services, Insurance

PROFESSIONAL EXPERIENCE

Tech Lead | Tech Mahindra	Pune, IN| 07/2024 – Present
Technical – Team Lead | Hitachi Solutions India Pvt. Ltd.	Pune, IN| 02/2021 – 07/2024
Module Lead | Mindtree Ltd.	Bangalore, IN| 10/2019 – 02/2021
Associate | JLL Property Consultant India Pvt. Ltd.	Aurangabad, IN| 10/2018 – 09/2019
Senior Software Engineer | ValuD Software Pvt. Ltd.	Aurangabad, IN| 08/2016 –09/2018
Software Engineer | iWork Technologies Pvt. Ltd.	Pune, IN| 06/2015 – 08/2016

Automating Mobile Application Deployment

- Faced slow, error-prone **manual deployments** for mobile apps and backend services with limited visibility.
- Aimed to **automate deployments**, improve accuracy, and enhance monitoring across environments.
- **Pioneered** deployment pipelines via **Bitrise** and **GitHub Actions**, cutting **app release times by 45%** and achieving a **30% reduction in downtime** for **mobile and backend services**.
- **Upgraded** mobile CI/CD workflows with **Fastlane**, **automating provisioning profiles, code signing, and app distribution**, resulting in **20+ monthly releases** and a **40% boost in deployment efficiency**.
- Set up **real-time alerts** using **Microsoft Teams** and **email**; deployed microservices via **Azure App Services** and **ACR**.
- Reduced **manual effort by 60%**, increased **deployment success rate to 95%**, and cut **release time by 50%**.
- Boosted **observability** and **incident response** with integrated monitoring via **Azure Monitor** and **App Insights**.

Multi-Platform SCM Application Deployment and Project Management

- **Developed** and **Maintained** a **Facility Service Management (SCM) Platform** used by over **2,000+ users** to manage requests such as laptop provisioning, AC repairs, and network issues.
- **Replaced** a manual system with **built workflows**, resulting in a **60–70% increase in efficiency** and improved user satisfaction.
- **Engineered CI/CD pipelines** using **Azure DevOps**, **YAML**, **Shell scripting**, and **Azure CLI**, **reducing manual deployment effort by 90%**.
- **Designed** scalable release pipelines for **microservices**, **databases**, and **mobile apps** using **AKS**, **ACR**, **Helm**, and **Terraform** for **Infrastructure as Code (IaC)**, achieving a **99% deployment success rate**.
- **Optimized** deployment workflows through **parallelization**, **reducing release time from 4 days to 4 hours**—an **80% improvement**.
- **Monitored** and **Analysed** system logs using **Azure Monitor** and **Log Analytics**, **increasing issue detection accuracy by 70%** and **reducing maximized response efficiency by 50%**.

- **Facilitated** weekly knowledge-sharing sessions and **Mentored** a team of 5+ engineers on **Kubernetes**, **container orchestration**, and **monitoring tools**, **boosting team productivity and tool adoption by 40%**.
- **Diagnosed** and **Automated** failure alerts via **Azure Monitor**, **reducing downtime from 4 days to 2 days** and **improving system availability by 30%**.

Multi-Platform E-Commerce Application, Client/Stakeholder management and Technical Documentation
- **Architected** a highly scalable, secure e-commerce platform for a major pharmacy chain**, incorporating cross-platform** mobile support and reducing page load times by **60%** through optimized DevOps automation.
- **Led** the development of cross-platform applications and **Implemented** deployment workflows using tools like **Jenkins**, **Docker**, and **Kubernetes**.
- **Implemented** infrastructure orchestration with **YAML** and **Bash scripting**, and **integrated** monitoring solutions such as **Grafana** and **Prometheus**. These initiatives **streamlined** release processes, **reduced manual effort by over 70%**, and **enhanced system reliability and visibility**.
- As a result of **leading** deployment automation and **implementing** monitoring solutions, I **achieved 99.9% system uptime** and **accelerated release cycles by 30%**, significantly improving delivery speed.
- **Built scalable CI/CD infrastructure** using **Jenkins**, **Docker**, and **Kubernetes**, leading to a **70% reduction in manual deployment effort** and a **50% improvement in deployment frequency**.
- Additionally, by **integrating** tools like **Grafana** and **Prometheus**, **enabled** preventive monitoring, which cut incident resolution time by **50%** and **boosted mobile engagement by 30%**.

KEY PROJECTS EXECUTED

1. **Project:** Automating deployment using Bitrise | **Duration:** July 2024 – Present

Key Achievement: Achievements with KPIs

2. **Project:** Enhancing E-Commerce Uptime using Jenkins with GitHub & logging tools| **Duration**: 2.3 Years

Key Achievement: Achievements with KPIs.

3. **Project:** Multi-Platform SCM using Azure DevOps & Services | **Duration**: 3.6 Years

Key Achievement: Achievements with KPIs.

EDUCATION

- **MCA – Management** | Shri. Savitribai Phule Pune University| 2015| 63.3%
- **BSc. – IT** | Dr, Babasaheb Ambedkar Marathwada University, Aurangabad| 2012| 69.9%