

PRADUMAN RAI

DevOps Engineer

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PROFESSIONAL SUMMARY

Results-driven IT professional with 3+ years of technical support experience transitioning to DevOps. Proven expertise in automation, CI/CD pipelines, containerization, and cloud technologies. Strong problem-solving skills with hands-on experience in infrastructure as code, monitoring solutions, and configuration management. Passionate about implementing DevOps best practices to enhance software delivery and operational efficiency.

TECHNICAL SKILLS

- **DevOps Tools:** Git, GitHub, Jenkins, Docker, Kubernetes, Ansible, Terraform, Vagrant
- **Cloud Platforms:** AWS (EC2, S3, IAM, CloudWatch, Route53, VPC, Lambda, RDS)
- **CI/CD:** Jenkins Pipelines, GitHub Actions, Automated Testing, Blue-Green Deployment
- **Scripting:** Bash, Python, PowerShell, Shell Scripting, YAML, JSON
- **Monitoring:** CloudWatch, Splunk, Prometheus, Grafana, ELK Stack
- **Operating Systems:** Linux (Ubuntu, RedHat, CentOS), Windows Server, macOS
- **Databases:** MySQL, PostgreSQL, MongoDB, Redis **Web:** Apache, Nginx, Load Balancing

DEVOPS PROJECTS & HANDS-ON EXPERIENCE

CI/CD Pipeline Implementation

- Built end-to-end CI/CD pipeline using Jenkins and Docker for automated application deployment
- Integrated automated testing, code quality analysis, and security scanning with rollback mechanisms
- Reduced deployment time by 70% and improved code reliability through automated processes

AWS Cloud Infrastructure & Auto-Scaling

- Deployed scalable web applications on AWS using EC2, S3, Route53, and CloudFront with auto-scaling
- Implemented comprehensive monitoring using CloudWatch with custom dashboards and SNS alerts
- Optimized infrastructure costs by 30% through right-sizing and reserved instances

Infrastructure as Code & Configuration Management

- Automated infrastructure provisioning using Terraform with modular, reusable code structure
- Implemented Ansible playbooks for consistent server configurations and GitHub Actions workflows
- Created reusable templates reducing manual setup time by 85%

Monitoring & Log Management

- Implemented centralized logging using ELK Stack and monitoring with Prometheus/Grafana
- Created custom dashboards and alerts reducing mean time to detection by 60%

PROFESSIONAL EXPERIENCE

Technical Support Engineer — Systools Pvt. Ltd.

Oct 2022 – Present

- Provide technical support for enterprise software across Windows and macOS platforms to global clientele
- Troubleshoot complex issues via email, chat, and remote sessions with 95% customer satisfaction
- Automated repetitive support tasks using Python and Bash scripting, reducing resolution time by 40%
- Collaborated with development teams to identify and resolve product bugs, improving overall quality
- Mentored junior staff on troubleshooting methodologies and maintained 98% first-call resolution rate
- Created knowledge base articles and participated in product testing and quality assurance processes

ADDITIONAL ACHIEVEMENTS

- **Open Source:** Active contributor to DevOps tools and documentation on GitHub
- **Technical Writing:** Published articles on DevOps best practices and automation techniques
- **Community:** Active member of local DevOps meetups and online technical communities
- **Process Improvement:** Implemented workflow optimizations resulting in 25% efficiency gains

CERTIFICATIONS

- AWS DevOps Engineer Professional (Edureka) - 2024 • Docker Containerization (Edureka) - 2023
- Kubernetes Administration (Edureka) - 2023 • DevOps Fundamentals (Edureka) - 2023
- Linux System Administration (Edureka) - 2023 • Jenkins CI/CD Pipeline Development - 2023
- Terraform Infrastructure as Code - 2023 • Python Programming for DevOps - 2023

EDUCATION

Bachelor's Degree in Computer Applications

Siddharth University, Uttar Pradesh

Diploma in Hardware & Networking

IIJT Academy, Gorakhpur

KEY STRENGTHS

- **Communication:** Excellent verbal/written skills, ability to explain complex technical concepts
- **Collaboration:** Cross-functional teamwork, customer focus, mentoring capabilities
- **Adaptability:** Quick learner, flexible to new technologies, excellent time management