

SHUBHAM NEGI

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DevOps Engineer

Professional Summary

Enthusiastic DevOps and Cloud Professional with over 5+ years of proven expertise and a strong passion for leveraging innovative technologies to enhance business operations and efficiency. Seeking a challenging role where I can contribute my expertise in networking and cloud solutions to drive transformative change and support organizations in achieving their strategic goals. A results-oriented engineer with a solid foundation in leadership, strategic planning, and customer-centric service delivery. Adept at fostering teamwork, driving continuous improvement, and effectively managing change. Passionate about optimizing processes, enhancing service quality, and empowering colleagues to reach their full potential.

Experience

DevOps Engineer

11/2022 - Present

Skuad (Acquired by Payoneer)

- Reduced incident response time by 30% through proactive monitoring and alerting using Prometheus and Grafana.
- Decreased deployment errors by 40% by implementing secure, automated CI/CD pipelines in GitLab.
- Enabled GitOps workflows with Helm & ArgoCD, achieving 95% consistency across environments.
- Improved system availability to 99.9% by streamlining diagnostics and root cause analysis of security incidents.
- Integrated SonarQube and automated quality gates, leading to a 25% reduction in post-deployment bugs.
- Assisted in the secure integration of new infrastructure into the live production environment, emphasizing compliance and risk management.
- Maintained and updated technical documentation to ensure adherence to security protocols and operational standards.

Network Operation Engineer

09/2020 - 11/2022

ACS Network

- Network Monitoring & Performance:** Proactively monitored network infrastructure for seamless operations, utilizing advanced tools to analyze traffic, bandwidth, and latency. Minimized downtimes, bolstered reliability, and swiftly addressed performance bottlenecks.
- Desktop Support:** Delivered hands-on technical aid, swiftly resolving hardware/software issues, and ensuring smooth desktop functionality. Tailored solutions and clear explanations heightened user satisfaction and productivity.
- Nginx Web Server Management:** Oversaw Nginx web server for peak performance, security, and application availability. Managed settings, tracked traffic, and applied updates, ensuring robust, responsive website hosting.
- Network Status Reporting:** Generated concise reports on performance and trends, aiding strategic decisions. Simplified technical data into visual insights for effective communication with non-technical stakeholders.
- Tier-1 Technical Support:** Rapidly resolved diverse technical queries, upholding workflow continuity. Showcased strong problem-solving and customer-centric skills, consistently surpassing service expectations.

Technical Skills (Hands-on experience)

- DevOps Tools: Linux, Docker, Kubernetes, Helm, GitLab CI, ArgoCD, Grafana, Prometheus, Loki, Git/Gitlab, Kafka, Trivy
- Cloud Providers: Google Cloud, AWS, Azure, OVH, E2E
- Databases: PostgreSQL, MongoDB
- Scripts: Shell, Python
- IAC: terraform, Ansible
- Security & Compliance: SOC 2 Controls, Access, Audit, Security Policies
- Data Formats: Avro, Csv, Json, Yaml
- Data Warehouses: Big Query
- Tools: Docker, Kubernetes, RedHat OpenShift
- Event Monitoring: Performance Monitoring, Log Analysis, Process Automation
- Data Tools: GCP Data Stream, Pub/Sub
- Linux Administration

Key Expertise

- DevOps Practices: Implemented CI/CD pipelines, automating software delivery and enhancing deployment efficiency. Utilized version control systems (e.g., Git) to ensure collaborative and organized development workflows. Embraced Infrastructure as Code (IaC) principles to manage infrastructure configurations and provisioning securely.
- Infrastructure Management: Managed and maintained cloud-based infrastructure on platforms such as AWS, Azure, or GCP. Optimized resource utilization and cost-effectiveness through infrastructure monitoring and scaling strategies.
- Linux Administration: Proficient in day-to-day Linux system administration, including system setup, monitoring, package management, and performance tuning across Ubuntu, Debian, and RHEL systems.
- SOC 2 Compliance: Participated in SOC 2 audit readiness by developing access controls, secure workflows, and documentation.
- Containerization with Docker: Packaged applications into lightweight Docker containers, managed multi-service environments using docker-compose, and integrated with Kubernetes for scalable deployments.
- Scripting & Automation: Developed and maintained automation scripts using Bash and Shell to handle deployment tasks, backup routines, service monitoring, and cleanup processes.
- Proactive Monitoring: Implemented robust monitoring solutions (e.g., Prometheus, Grafana) to track system health and performance. Set up alerting mechanisms to proactively identify and address potential service disruptions. Conducted regular system audits to ensure compliance with monitoring and performance metrics.
- Incident Response: Collaborated with cross-functional teams to minimize downtime and restore services promptly. Conducted post-incident reviews to identify root causes and implement preventive measures.
- System Optimization: Conducted performance tuning and optimizations to enhance system responsiveness and efficiency. Analyzed system bottlenecks and resource utilization, implementing targeted improvements. Employed load balancing and caching techniques to optimize application performance.
- Deployment Orchestration: Orchestrated complex deployments using containerization technologies like Docker and Kubernetes. Automated deployment workflows to ensure consistency and reduce human error. Managed blue-green and rolling deployments for seamless updates and rollbacks.
- Cross-Functional Collaboration: Collaborated effectively with development, operations, and security teams to achieve common goals. Participated in agile methodologies (e.g., Scrum, Kanban) to foster transparent and iterative development processes. Facilitated knowledge sharing and cross-training to enhance team capabilities.
- Problem Solving: Diagnosed and resolved intricate technical issues by employing systematic troubleshooting techniques. Leveraged root cause analysis to identify underlying problems and prevent recurrence. Demonstrated the ability to quickly adapt and find creative solutions in dynamic environments.

Academics

Master Of Computer Application

Graphic Era Hill University, Dehradun, India

Bachelor Of Computer Application

Himalayan Institute of Technology, Dehradun, India

Projects

Project: Kubernetes Deployment for Scalable Services

Orchestrated Kubernetes deployments to ensure efficient and scalable service provisioning, effectively meeting diverse business needs.

Utilized Docker containers to encapsulate applications, enhancing portability and consistency.

Leveraged Kubernetes auto-scaling and load balancing for optimized resource allocation.

Project: Real-time Monitoring Infrastructure Deployment

Led the successful deployment of monitoring infrastructure using Grafana, Loki, Prometheus, and Slack notifications. Enhanced real-time visibility by creating customized dashboards in Grafana, providing actionable insights.

Proactively improved incident response by setting up alerting rules in Prometheus for timely issue detection.

Project: Seamless Data Migration Across Regions

Executed a seamless data migration of complete infrastructure across regions, minimizing service disruptions and ensuring data integrity. Employed tools like Kubernetes Stateful Sets and Persistent Volumes to ensure data consistency during migration.

Mitigated risks by conducting thorough testing and validating data accuracy post-migration.

Project: Change Data Capture (CDC) Pipelines for MongoDB

Designed and implemented CDC pipelines to efficiently capture and transmit data changes from MongoDB to Pub/Sub.

Integrated Pub/Sub with Big Query for advanced analytics, enabling data-driven decision-making.

Project: Access Request Form, Due diligence and SOC II Compliance

Spearheaded the development and implementation of an Access Request Form, facilitating effective access tracking and compliance with SOC II procedures.

Ensured data security and confidentiality by following SOC 2 protocols, adhering to industry standards.

Collaborated with stakeholders to define access control policies and continuously enhance security measures.

Project: Cross-Functional Collaboration for Compliance and Improvement

Collaborated across cross-functional teams to guarantee smooth and compliant operations.

Cultivated a culture of best practices and continuous improvement through knowledge sharing and effective communication.

Participated in regular reviews and audits to ensure adherence to compliance standards.