

DEVOPS SUPPORT ENGINEER

Akshat Kashyap

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Education

Postgraduate diploma in DevOps for cloud computing

May 23 – Jan 25

Lambton College

- Learned core concepts of cloud computing, DevOps, and IT infrastructure, emphasizing automation, scalability, and security.
- Gained proficiency in database design, networking, Windows & Linux server administration, and Python programming for real-world business applications.
- Studied virtualization technologies, cloud storage solutions, and containerization using Docker, Kubernetes, and CI/CD pipelines.
- Completed coursework on configuration management tools such as Ansible, Chef, and Puppet for efficient IT operations.
- Participated in team-based projects following agile methodologies and DevOps best practices.

Bachelor of Technology in electronics and computer science

Aug 18 – Aug 22

DAV Institute of Engineering and Technologies

Skills

- | | |
|---|---|
| • Linux & Windows Server administration | • Kubernetes (GKE, EKS, AKS) |
| • PowerShell, bash | • Software Development & API Integration |
| • CI/CD (Jenkins, Travis CI) | • Network Troubleshooting Tools (ping, netstat, traceroute) |
| • Programming (Python, TypeScript, Java) | • Automation Scripting |
| • DevOps Applications | • REST API |
| • computing (Genesys cloud) | • GCP, Azure, AWS Cloud platforms |
| • Networking (NAT, DNS, Firewalls, Routing, Load Balancing) | • Web & Mail (HTTP, TLS, SMTP) |
| • Ansible | • GitLab/ GitHub actions |
| • Virtual Machines (AWS EC2, Google Compute Engine, VMware) | • TCP/IP Protocols, Infrastructure as a Code |
| | • Terraform |

Relevant Experience

Technical support engineer

Jan 22 – Feb 23

MeritHub Technologies

- Provided advanced troubleshooting support for Microsoft O365, SharePoint, and Teams, resolving 95% of user issues within SLA timelines.
- Automated repetitive IT tasks using PowerShell and Python scripts, reducing manual effort by 30% and improving operational efficiency
- Managed and resolved network-related issues involving VMware, LAN, Active Directory, firewalls, VPN protocols, ensuring seamless connectivity for 500+ users.
- Administered Windows Server, Active Directory, and Group Policy, ensuring secure and efficient user access management.

- Collaborated with cross-functional teams to deploy and manage IT services using Azure DevOps, GitHub, and JIRA, improving system reliability by 25%.
- Provided technical support for VoIP phone systems and Fax over IP (FoIP), ensuring uninterrupted communication for clients.

Applicant trainee

Jul 22 – Sept 22

Byju's - The Learning Application

- Assisted customers via email and chat with software, network, and access issues, achieving a 95% resolution rate and high customer satisfaction.
- Managed and prioritized service requests using Zendesk, ensuring timely resolution based on urgency and impact.
- Administered Azure Active Directory and Microsoft Entra ID for user provisioning, access control, and password management, ensuring ITIL compliance.
- Created detailed technical documentation for installation, configuration, and troubleshooting, improving internal knowledge sharing and reducing resolution times by 20%.
- Collaborated with cross-functional teams to enhance infrastructure, improving system reliability and customer satisfaction by 25%.
- Escalated complex technical issues to L2/L3 IT teams, ensuring effective problem resolution and minimal downtime.

Additional experience

Customer experience associate

Jul 23 - Present

Winners Merchant L.P.

- Designed and implemented merchandise displays to enhance customer experience, contributing to a 15% increase in sales.
- Enforced loss prevention standards, minimizing theft and maintaining operational integrity.
- Maintained a clean and organized workspace, optimizing workflow and improving customer satisfaction.
- Delivered high-quality customer service, resolving issues promptly and professionally, leading to a 15% increase in customer satisfaction scores.
- Conducted security and surveillance operations, ensuring a safe and secure environment for customers and staff.

Brand representative

Jul 23 – Dec 23

Third Channel

- Managed 4+ brands and created a diverse range of 100+ products, ensuring effective brand representation.
- Trained and motivated store teams in product knowledge and inventory management, boosting collaboration and performance.
- Delivered engaging product demonstrations, enhancing client satisfaction and product understanding.

Sales associate

May 23 – Aug 23

Endo Networks

- Conducted creative product demonstrations at clients' homes or business locations, tailoring guidance to customer needs and increasing repeat subscriptions by 20%.
- Developed and maintained strong customer relationships, fostering long-term client trust and loyalty.
- Guided clients in organizing user accounts and assisted with orders through the interface, ensuring accurate documentation of each sale.

- Managed events and activities to generate public interest and awareness of products, contributing to a 15% increase in brand visibility.
- Educated clients with limited digital literacy, providing comprehensive support on all aspects of the product and improving user adoption rates.

Certifications

- Terraform associate 003 (HashiCorp)
- CCNA (Cisco Certified Network Associate)
- Associate Cloud Engineer (AWS)
- DevOps foundation: Continuous integration/ continuous delivery (NASBA)
- The Python certification course (Udemy)
- AWS certified solutions architect (AWS)

Academic projects

End-to-End Cloud automation with IaC & Kubernetes

- Designed and implemented a fully automated CI/CD pipeline for infrastructure and application deployment using GitHub actions, Terraform, and Helm.
- Provisioned AWS resources like VPC, EKS, ECR, and S3 backend via Terraform, ensuring scalable infrastructure.
- Utilised Kubernetes, Helm, and Docker for containerized deployments and orchestration.
- Integrated Sonar Cloud for static code analysis and quality gates for best practices.

Secure Node.js dashboard service

- Developed Node.js-based login dashboard service through automated GitHub actions pipelines.
- Leveraged Docker for containerization and Trivy for scanning vulnerabilities.
- Initiated EC2 instances in development and production environments.
- Implemented a 3-stage pipeline: test, build, and deploy for improved code quality and efficiency.

GitOps-driven WordPress application

- Automated WordPress deployment in Kubernetes using GitOps for infrastructure management.
- Creates Kubernetes manifests and stores them in GitHub, including nginx, ingress, WordPress, and MySQL configurations.
- Configured Argo CD to auto-sync cluster state with GitHub repository, enabling self-healing deployments.