

DevOps Engineer

Pradeep Yadav

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SUMMARY

Mechanical Engineering graduate turned DevOps Engineer with a passion for automation, cloud infrastructure, and CI/CD pipelines. Adept at bridging the gap between development and operations, I bring a detail-oriented approach to building scalable, reliable, and secure DevOps environments. Eager to contribute to innovative projects that drive efficiency and deliver value.

SKILLS

Technical Skills:

Linux, Git, Jenkins, CI/CD Pipelines, Docker, Kubernetes, Terraform, Ansible, AWS, GCP, Bash Scripting, Python, Monitoring (Prometheus, Grafana), ELK Stack, GitHub Actions, Argo-CD, Helm, Agile & Scrum Methodologies

Soft Skills:

Problem Solving, Team Collaboration, Communication, Adaptability, Continuous Learning, Attention to Detail

EDUCATION

Shri Govindram Seksaria Institute of Science and Technology

Bachelors of Technology – Mechanical Engineering
[2018] – [2022]

PROJECTS

CI/CD Pipeline Automation for Microservices

- Designed and implemented automated CI/CD pipelines using Jenkins and GitHub Actions
- Deployed containerized microservices using Docker and Kubernetes on AWS EKS
- Integrated SonarQube for static code analysis and JFrog Artifactory for artifact management

Infrastructure as Code using Terraform

- Built and managed AWS cloud infrastructure using Terraform
 - Automated provisioning of EC2, RDS, S3, and IAM resources
 - Version-controlled infrastructure using Git
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CERTIFICATIONS & TRAINING

- AWS Certified DevOps Engineer – [In Progress]
 - Terraform for DevOps
 - Docker & Kubernetes
 - Git & GitHub Essentials
 - Jenkins for Continuous Integration
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EXPERIENCE / INTERNSHIPS

[TP] – Sr. Technical Support Executive

May 2023 – Present

- Provided **L2/L3 technical support** for enterprise clients facing issues with **Adobe software suites**, handling escalated incidents and delivering end-to-end resolution.
- Guided clients in using **package managers** such as **WinGet, RPM, APT, and Homebrew** to automate software deployment and manage dependencies across Windows, Linux, and macOS environments.
- Performed advanced troubleshooting including **registry editing**, environment variable configuration, and compatibility patching to ensure optimal application functionality.
- Collected diagnostic logs and application crash reports for root cause analysis; created and managed **JIRA tickets** for bug tracking and development escalation.
- Monitored backend systems for **server outages**, utilized **remote access tools** like **Bomgar** and ticketing systems like **Zendesk** to assist users and maintain SLAs.

[WNS] – Sr. Technical Representative

Nov 2022 – Dec 2023

- Provided technical support for **SAP-HANA** and **SAP-FICO** modules during implementation phases, identifying **vulnerabilities and system bugs** across dev/test environments.
- Assisted in the enterprise-wide **Salesforce migration** (including transition to **Salesforce Lightning**), reporting system inconsistencies and performance issues during integration with the **NEP platform**.

- Diagnosed and escalated **data and billing anomalies** in **smart meter telemetry**, working with **UK governmental platforms** such as **Echoes**, **XOServe**, and affiliated utilities.
 - Collaborated with **field engineers and smart meter technicians**, using **SSH** access to connect to remote meter systems, extract **log data**, and validate real-time readouts.
 - Contributed to continuous improvement by documenting repeat issues, automating basic diagnostic routines, and aligning with cross-functional teams for faster incident resolution.
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VOLUNTEERING & LEADERSHIP

[NCC – [Lance Corporal]

[2020-2021]

- Led and coordinated a squad of cadets during training drills, field exercises, and ceremonial parades, ensuring discipline, time management, and operational efficiency.
- Conducted briefings, assigned duties, and provided tactical instructions during NCC camps and leadership exercises.
- Represented the unit at inter-college competitions and Republic Day drills, maintaining high performance standards under pressure.
- Developed skills in **crisis management**, **strategic planning**, and **team leadership**, applicable to both field and professional environments.
- Participated in community service initiatives, promoting civic responsibility and team collaboration.

KEY ACHIEVEMENTS

- **Recognized as a Technical Specialist** for consistently resolving high-priority L2/L3 Adobe issues, leading to increased customer satisfaction and reduced resolution times across enterprise clients.
- **Improved deployment efficiency** by guiding clients in using cross-platform package managers (WinGet, APT, Homebrew, RPM) for automation and software lifecycle management.
- **Identified and resolved a critical system instability issue** in Adobe environments, collaborating with engineering teams to deliver a permanent fix and reduce repeat escalations.
- **Contributed to a 40% reduction in resolution time** and **25% boost in client satisfaction** while supporting British Gas in diagnosing smart meter data and billing anomalies across UK platforms like Echoes and XOServe.
- **Enhanced product reliability** by discovering bugs in SAP-HANA and Salesforce Lightning implementations and escalating them early during development/testing phases.

- **Automated diagnostic workflows** and documented high-frequency technical issues, improving incident resolution speed and enabling smoother knowledge transfer across teams.
- **Used SSH to troubleshoot smart meter telemetry systems**, extract logs, and coordinate with field engineers for real-time issue validation and faster recovery.
- **Led as Lance Corporal in NCC**, managing cadet operations during field drills and leadership exercises, and representing the unit at national-level events—building a foundation of strategic thinking, discipline, and teamwork.

ADDITIONAL

- Quick learner with a strong foundation in scripting and automation
- Enthusiast for open-source contributions and community collaboration
- Committed to continuous improvement and staying current with DevOps trends