

VIRAM SHAH

DevOps Engineer

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PROFESSIONAL SUMMARY

DevOps Engineer with hands-on experience in CI/CD pipeline automation, AWS cloud infrastructure, and Kubernetes-based container orchestration. Proven track record of building scalable deployment workflows using Jenkins, GitHub Actions, ArgoCD, and Terraform. Skilled in monitoring and observability with Prometheus, Grafana, and Loki. Background in IT operations and enterprise support, bringing a strong foundation in system reliability, incident response, and cross-functional collaboration. AWS Certified Cloud Practitioner actively pursuing advanced certifications.

TECHNICAL SKILLS

Cloud & IaC	AWS (EC2, EKS, S3, VPC, IAM, CloudWatch), Terraform, Ansible, Chef
CI/CD & GitOps	Jenkins, GitHub Actions, ArgoCD, SonarQube, Trivy, Helm, Liquibase
Containers & Orchestration	Docker, Kubernetes (kubeadm, EKS), Amazon EKS
Monitoring & Observability	Prometheus, Grafana, Loki, Datadog, cAdvisor
Languages & Scripting	Python, Bash, Java, JavaScript, SQL, HTML/CSS
Databases	MySQL, PostgreSQL, SQL Server, SQLite, MongoDB
OS & Networking	Linux (Ubuntu/CentOS), TCP/IP, DNS, VPN, Active Directory
Tools & Platforms	Git, GitHub, Bitbucket, ServiceNow, Power BI, VS Code

PROFESSIONAL EXPERIENCE

DevOps Engineer

Capermint Technologies

Nov 2025 – Present
Ahmedabad, India (On-site)

- Engineered CI/CD pipelines using Jenkins and GitHub Actions, automating build, test, and deployment workflows to accelerate release cycles.
- Provisioned and managed AWS cloud infrastructure with Terraform, ensuring reproducibility, version control, and cost optimization.
- Containerized microservices with Docker and orchestrated deployments on Kubernetes, improving scalability and resource utilization.
- Collaborated with leadership to design a globally scalable SaaS platform, improving system reliability and operational efficiency.
- Managed database architecture and maintenance across Oracle RDBMS, MS-SQL, and cloud-native technologies, ensuring high availability and data integrity.

IT Operations Engineer

Exeter Finance

May 2025 – Oct 2025
Canada (Remote)

- Administered Active Directory environments, managing user accounts and group policies for over 200 employees.
- Configured and maintained network infrastructure, ensuring seamless connectivity for on-site and remote users.
- Managed endpoint deployment for Windows and macOS, overseeing hardware lifecycle and asset inventory.
- Resolved 30+ daily help desk tickets, consistently meeting SLA response targets and enhancing user satisfaction.

IT Support Analyst

Apple

May 2024 – Apr 2025

Canada (On-site)

- Resolved production incidents across Operations, Sales, and Logistics by triaging issues in the global tier-two support queue.
- Coordinated with global teams for upgrades, maintenance, and compliance changes during major product launches.
- Monitored job schedules and prioritized critical issues, achieving 99.5% availability for reporting and analytics platforms.

DevOps Engineer – Intern

WEBSTERS

Nov 2023 – Apr 2024

Mississauga, ON (Remote)

- Investigated and triaged over 250 software defects in embedded automotive systems, achieving root cause identification in 90% of cases.
- Developed Python and Shell scripts for automated log parsing, reducing manual debugging efforts by 40%.
- Integrated Jira with CI/CD pipelines, streamlining issue reporting and reducing average resolution time by 25%.
- Configured Jenkins-based build pipelines, supporting continuous integration across multiple firmware branches.

KEY PROJECTS

End-to-End CI/CD Implementation for Netflix Clone

- Built and deployed a fully containerized Netflix clone with an automated CI/CD pipeline using Jenkins, Docker, Helm, SonarQube, Trivy, and ArgoCD.
- Deployed to a Kubernetes cluster with Prometheus and Grafana monitoring; enforced DevSecOps best practices with image scanning and code quality gates.

Cloud Native Monitoring App on EKS

- Developed a Python (Flask) monitoring application to visualize CPU and RAM metrics; containerized with Docker and deployed on AWS EKS.
- Implemented autoscaling and resource utilization alerts to simulate production-grade observability.

Log Monitoring & Memory Profiling Toolkit

- Built custom Bash scripts to track CPU, memory, and networking bottlenecks on Linux servers.
- Integrated alerts using Datadog APIs and triggered failover simulations to test system resilience.

EDUCATION

Postgraduate Diploma – Cloud Data Management

Conestoga College

2023 – 2024

Kitchener, Canada

Diploma – Computer Engineering

Government Polytechnic Ahmedabad

2019 – 2022

Ahmedabad, India

CERTIFICATIONS

AWS Certified Cloud Practitioner – Issued Mar 2024 (Valid through Mar 2027)

In Progress: AWS Solutions Architect – Associate | HashiCorp Terraform Associate | Certified Kubernetes Administrator (CKA)