JOSHITHA SHAGA

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SUMMARY

Impact-oriented DevOps Engineer with over 4+ years of experience streamlining infrastructure operations, Cloud deployment automation, and supporting large-scale system reliability initiatives. Skilled in collaborating across cross-functional teams to boost release velocity, enhance DevSecOps practices, and reduce downtime through proactive incident response and observability improvements. Experienced in managing cloud environments, implementing infrastructure as code (IaC), and driving operational excellence in Agile environments.

TECHNICAL SKILLS

Cloud Providers & OS	AWS (ELB, Lambda), Azure, GCP, Linux/Unix, Windows.
DevOps & Automation Tools	Terraform, GitHub Actions, Azure DevOps, GitOps, ArgoCD, Helm, Ansible, Bash, Python, PowerShell, YAML, ARM Templates.
Security & Monitoring	AWS CloudWatch, Azure Monitor, IAM, Grafana, Prometheus, SonarQube, Trivy, Junit.
Containerization	Docker, Kubernetes (EKS, AKS), Helm.
Database & Storage	AWS S3, SQL Server, Mongo DB, PostgreSQL, Azure Service Bus, Cosmos DB.
Development Practices	Agile/Scrum, Git, JIRA, CI/CD Pipelines, Infrastructure as Code (IaC).
Certifications	**Azure Administrator Associate- Azure (AZ-104**), AZ-900, Introduction to Python by Microsoft.

WORK EXPERIENCE

Uber – San Francisco, CA **Feb 2025 – Current**
DevOps Engineer

- Enabled **VPCs, subnets, firewall rules, and Cloud NAT** to securely manage outbound internet access and internal communication across 3+ GCP regions, ensuring 99.9% network availability.
- Executed a real-time CI/CD pipeline in GCP using **Cloud Build with Bitbucket PR** workflows, automating code integration, **PostgreSQL** schema updates, and testing for 10+ microservices across staging and production environments.
- Established **Azure Kubernetes Service (AKS)** clusters using Terraform, Helm charts, and **GitOps** workflows, enabling **one-click deployment** of staging and production environments with automated cluster provisioning, node pool setup, and secure networking configurations
- Performed basic administrative tasks in **Atlassian tools** like Jira and Confluence, including user access, project setup, and workflow updates to support team collaboration.

Uber – San Franciso, CA **Jul 2024 – Dec 2024**
Engineer Intern

- Transferred 5+ Docker images to **AWS ECR**, managing version-controlled container artifacts to support scalable and consistent web application deployments across environments.
- Conducted static code analysis using **SonarQube** and contributed to the integration of security monitoring tools within **AWS** environments, ensuring secure coding practices and vulnerability remediation.
- Handled deployment and scaling of containerized workloads across **Docker clusters** using **AWS ECS with EC2** launch type, configuring task definitions and service parameters for production-facing website applications.
- Managed core components of AWS infrastructure, including **EC2, S3,** and **Elastic Load Balancing,** by implementing **CloudFormation** templates and IAM roles to automate secure, scalable deployments with 99.9% system availability.
- Tracked system performance using **CloudWatch** and **Grafana**, assisted in incident response and contributed to cost optimization efforts, achieving a 40% reduction.

Genius SoftTech –India **Jul 2022 – Dec 2022**
DevOps Software Engineer

- Engineered and supported **CI/CD pipelines** using **GitHub Actions** and Docker, reducing deployment rollbacks by 60% through integration of automated testing and canary releases.
- Designed and deployed Azure Virtual Networks **(VNets), subnets, DNS zones,** and **Network Security Groups (NSGs)** to build secure, segmented cloud infrastructure for enterprise SaaS applications.
- Created **custom GitHub Actions runners** with embedded scanning tools (**Trivy, Checkov**) and secrets management via **GitHub OIDC + AWS IAM roles**, improving supply chain security.

Capgemini – AXA Partners, India **Oct 2020 – Jun 2022**

DevOps Software Engineer

- Revamped a critical **MVC-based application** using **.NET Framework**, **Rest API**, and **Entity Framework**, reducing operational latency and increasing efficiency by 30% for support and claims processing teams.
- Reduced infrastructure monitoring blind spots by **3**0% by setting up **Azure Log Analytics Workspace** for 50+ Windows servers and VMs, integrating key performance counters and logs to proactively track memory, disk, and CPU usage.
- Cut root cause diagnosis time by 40% by implementing **custom alerts** with webhooks in **Azure Monitor** for high CPU and RAM thresholds, enabling faster incident response through **KQL-based query** optimization.
- Automated over **80 K+ real-time requests per day** by deploying **Azure Functions** with Cosmos DB Change Feed integration, HTTP triggers, and scheduled timers, enabling dynamic, event-driven, and time-based data processing.
- Integrated deep telemetry in an **ASP.NET** application using Visual Studio by integrating **Application Insights**, capturing performance, request failures, and dependencies to accelerate debugging and reduce outages.
- Provisioned infrastructure using **ARM templates**, **PowerShell**, and **Azure DevOps pipelines**, ensuring secure, repeatable, and version-controlled deployments across environments.
- Led the creation of reusable **Terraform modules** for computing, networking, and storage resources, supporting team collaboration with centralized **state management in Azure Blob Storage**.
- Decreased deployment time by **75% (1 hour → 25 minutes)** by formulating **Blue/Green deployments** using **YAML-based Azure DevOps pipelines** and **GitHub Actions** with gated policies and rollback strategies.
- Programmed and integrated 10+ **Python** and **Bash** scripts into Dockerized **Jenkins pipelines**, automating **JUnit**-based test validation and expanding deployment verification coverage by 30%.
- Committed to fostering inclusive engineering environments by mentoring junior team members and promoting collaborative DevOps culture

Hexaware Technologies, India **Jan 2020 – Sep 2020**

Site Reliability Engineer

- Maintained SLA compliance (99.95% uptime) for production workloads on **AWS**, using **Kubernetes** to orchestrate fault-tolerant service deployments.
- Assisted in constructing CI/CD pipelines using **Jenkins, Terraform, and Docker**, reducing deployment cycles from 60 minutes to under 15 minutes across critical services
- Analyzed system performance using **Grafana** and **CloudWatch** logs, implemented threshold-based alerts and anomaly detection rules to identify service slowdowns before outages occurred.
- Collaborated across DevOps, development, and infrastructure teams to optimize **MongoDB** performance, reduce system load, and resolve latency bottlenecks.

EDUCATION

Master of Arts and Science in Computer Science **Dec 2024**
University of Dayton

Bachelor of Engineering in ECE **Jul 2020**
Malla Reddy college of engineering and technology

PERSONAL PROJECTS (DEPLOYED & DOCUMENTED)

AI Assisted DevOps (Ongoing)

- Built an **AI-assisted** deployment validation system that used historical deployment metrics and logs to predict potential rollback scenarios before production releases.
- Leveraged **machine learning-based** log parsing tools to automate anomaly detection and reduce alert fatigue, enabling smarter incident response and improving mean time to resolution (MTTR) by 30%.

Full Stack DevOps Implementation on AWS EKS

- Designed and deployed a full-stack web application on **AWS EKS** using Docker, Helm, and Terraform, managing infrastructure as code and automating environment setup for staging and production clusters.
- Implemented a complete CI/CD pipeline using GitHub Actions and **Argo CD**, integrating **golangci-lint** for **code quality checks**, containerized builds with Docker, and **GitOps-based** continuous delivery to EKS using Helm charts.

End-to-End Site Reliability Architecture on Azure

- Built a centralized Azure monitoring solution integrating Application Insights, Log Analytics, and **custom KQL alerts**, reducing mean time to detect (MTTD) for CPU spikes and request failures by over 50% across production and staging environments.
- Automated **URL availability tests** and **performance** logging for VMware and Windows Server VMs, enabling real-time telemetry and cutting manual **troubleshooting** efforts by 40% through proactive alerting and visual dashboards.