

# Gowri Shankar

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## PROFESSIONAL SUMMARY

DevOps Engineer (2021–Present) specializing in CI/CD automation and cloud-native delivery across AWS/Azure and Kubernetes. Experienced building and operating reliable deployment pipelines, infrastructure automation, and monitoring/alerting for enterprise workloads. Known for strong ownership and cross-team collaboration during releases and incidents, with a focus on improving delivery speed, reliability, and security while continuously upskilling.

## EXPERIENCE SUMMARY

- Executed scheduled deployments across dev, pre-live, and production environments to deliver reliable releases.
- Coordinated deployment windows, releases, and version rollouts to minimize disruption and maintain application stability.
- Owned Amazon EKS upgrades and ongoing maintenance to keep clusters secure, supported, and performant.
- Planned and executed patches, updates, and platform improvements to prevent downtime and reduce operational risk.
- Implemented SSH certificate validation and access-control checks to strengthen security and maintain compliance.
- Monitored and analyzed EKS pod health (restarts, "not running" states) to detect and resolve reliability issues early.
- Led rapid triage and remediation to restore healthy pod operation and minimize service disruption.
- Communicated status clearly and partnered with stakeholders during incident resolution to speed recovery.
- Deployed and configured observability with Prometheus and Grafana for Kubernetes and application stacks.
- Enabled real-time visibility into performance, availability, and security for critical services and underlying infrastructure.
- Built alerting and reporting to reduce downtime and improve system reliability.
- Performed regular updates, maintenance, and capacity planning using monitoring insights.
- Applied scaling best practices to optimize resource utilization while maintaining a secure, stable environment.
- Partnered with cross-functional teams on issue resolution and post-incident reviews to drive continuous improvement.
- Documented and maintained monitoring configurations and administration procedures/runbooks.

## SKILLS

Operating Systems	Linux, Windows	Version Control & SCM Tools	Git, GitHub
Scripting	Shell Script	Infrastructure as Code (IaC)	Terraform
Build Tools	Maven, MSBuild	Artifactory Repository	Nexus
Code Quality	SonarQube	Continuous Integration	Jenkins
Containerization	Docker	Container Orchestration	Docker Swarm, Kubernetes
Configuration Management Tools	Ansible	Cloud	AKS, AWS, EKS, EBS, S3, EC2, ELB, VPC.
Monitoring Tools	Prometheus, Grafana	Application/Web Servers	Tomcat

## WORK EXPERIENCE

DevOps Engineer | MPHASIS LIMITED

2021 – Present

### Project-1:

2021 – 2023 November

#### FedEx Class (DevOps / CI-CD / Cloud / Kubernetes)

The FedEx Class Project — planned and delivered a DevOps automation setup for a FedEx web application within the stipulated timeline. Built and maintained CI/CD pipelines to automate build, test, and deployments across environments. Containerized the application using Docker and deployed services using Kubernetes with environment-based configurations and secure secrets handling. Implemented monitoring/logging and supported production troubleshooting to improve reliability and release stability. Collaborated with a 12-member technical team to streamline releases and ensure smooth delivery.

#### Project-1 Responsibilities:

- Owned Amazon EKS upgrades and cluster maintenance; executed scheduled deployments across dev, pre-live, and production to deliver reliable releases.
- Implemented SSH certificate validation and access-control checks to strengthen security and maintain compliance.

**Project-1 Responsibilities (cont.):**

- Monitored EKS pod health (restarts, "not running" states), led rapid triage/remediation, and partnered with stakeholders to restore service quickly.
- Deployed observability for Kubernetes and application stacks using Prometheus and Grafana; built alerting/reporting to improve reliability and reduce downtime.
- Performed regular maintenance, capacity planning, and scaling best practices; documented monitoring configurations and runbooks to support operations.

**Project-2:****ACCS Modernization (GEMINI) for FedEx**

*2023 December - Present*

**Summary with Roles and Responsibilities**

GEMINI - a tool to track the process flow of shipments for custom clearance.

- Delivered the GEMINI phased workflow enabling brokers and team leads to assign shipments, submit clearance details, and track customs progress end-to-end.
- Coordinated cross-team delivery as a Senior Software Engineer across multiple development teams and concurrent software releases.
- Defined and executed release-management strategies across applications, aligned with Agile delivery and multi-environment rollouts.
- Owned GitHub source-control governance (repository configuration, access controls, branch policies) and enabled build triggers via webhooks and Poll SCM.
- Automated builds and quality gates using Jenkins, Maven (WAR/JAR packaging), and SonarQube reporting to improve build reliability and code quality.
- Managed artifact and dependency lifecycle in Nexus (proxy repositories, snapshot/release publishing) to standardize dependency resolution and releases.
- Delivered CI/CD and deployments across Tomcat and container platforms (Docker Swarm/Kubernetes) with Ansible-driven changes, and implemented EC2 Auto Scaling using ELB health checks and CloudWatch alarms.

**ACHIEVEMENTS**

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- APPLAUD Certificate (Twice)
- Bronze award

**EDUCATION**

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Bachelor of Engineering – Electrical & Electronics engineering Sri Indu institute of engineering and technology