GAUTAM GOHEL



Site Reliability Engineer | Cloud Operations Engineer | DevOps Engineer
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Professional Summary

Performance-driven Site Reliability and Cloud Operations Engineer with over 11 years of expertise in designing, automating, and maintaining resilient multi-cloud infrastructures across AWS, Azure, and GCP. A proactive DevSecOps practitioner specializing in observability engineering, continuous deployment validation, and high-availability systems architecture. Demonstrated success in optimizing system lifecycles, reducing Mean Time to Recovery (MTTR) by more than 5 minutes, minimizing cloud footprint costs by 28%, and eliminating operational toil to recover 12 engineer-hours weekly.

Core Technical Skills

Cloud Infrastructure: AWS (EC2, S3, Route53, IAM, CloudFormation), Azure (VM, Active Directory, App Insights, Monitor), GCP (Compute Engine, Monitoring API, IAM)

Observability & APM: Datadog, AWS CloudWatch, Grafana, Sentry, Azure App Insights, Status Cake, Uptrends, New Relic, PagerDuty

Automation & DevOps: PowerShell, Bash, Python, Ansible, Terraform, Docker, Kubernetes, GitHub Actions, Jenkins, Argo CD, Octopus Deploy

Systems & Networking: Linux (Ubuntu, CentOS), Windows Server, TCP/IP, DNS, DHCP, Site-to-Site VPN, Firewall Administration (SonicWall, Cyberoam)

ITSM & Governance: Jira Service Management, Zendesk, BMC Software, Incident Command, SLA/SLO Framework Management, Technical Runbook Authoring

Professional Experience

Software Engineer – NOC / SRE | GlobalLogic India (Client: HHAeXchange) ***Feb 2024 – Present***

Incident Command: Led enterprise-wide runtime incident response and service restoration pipelines across highly distributed production clouds, minimizing financial impact during system outages.

Severity-1 Management: Handled business-critical Sev-1 infrastructure faults by coordinating cross-functional infrastructure bridge calls, stakeholder notifications, and status page declarations.

Observability Deployment: Engineered multi-cloud APM metrics profiles using Datadog, Grafana, and Google Cloud Monitoring to dynamically flag infrastructure vulnerabilities before end-user degradation.

Cloud Infrastructure Ops: Administered highly available AWS setups consisting of auto-scaled EC2 fleets, active Route53 domain pathways, S3 bucket storage, and secure IAM system policies.

Release Engineering: Executed code rollback deployments utilizing Octopus Deploy and supported microservice operations, including active server reboots and SQL script data verification.

Software Engineer – NOC | HHAeXchange – Homecare Software Solutions ***Feb 2022 - Feb 2024***

Runbook Automation: Programmed over 12 custom operational runbooks in Bash and PowerShell, eliminating 12 hours per week of manual operational toil and accelerating engineer sprint tasks.

Uptime Engineering: Built targeted synthetic endpoint checks in Status Cake and Uptrends, boosting staging platform uptime metrics to 99.9% and reducing false-positive alerting loops by 28%.

Predictive Operations: Collaborated with engineering leads to implementing service SLO thresholds, transforming the operations tier from reactive firefighting to predictive alert tracking.

Web Operations: Managed live application availability in a 24x7 rotation by rectifying load balancer target group rules, tracing application errors, and executing IIS server recoveries.

Product Support Engineer | Kloudscript India Private Limited ***Jul 2021 – Feb 2022***

Scripted Deployments: Automated platform configuration steps across Linux and Windows fleets by creating silent software installer packages, reducing setup times from 2 hours to 25 minutes.

Root Cause Diagnostics: Resolved high-level Tier 2/3 internal software system escalations, maintaining a 94% First-Call Resolution (FCR) rate using system log extraction and bug pattern analysis.

Senior System & Network Administrator | HealthTech India ***Feb 2020 – Jul 2021***

Network Hardening: Optimized corporate edge network infrastructure security boundaries using SonicWall NSA 2600 hardware firewalls, decreasing unauthorized intrusion attempts by 45%.

Identity Management: Managed Active Directory infrastructure partitions and Office 365 environments for over 400 seats, scripting account profiles to accelerate onboarding speed by 50%.

IT Associate Analyst | Tech Mahindra Limited (Client: NuFuture Digital India Limited) ***Nov 2017 – Jan 2020***

SLA Compliance: Provided complex Level 2 system and network infrastructure assistance to corporate entities, maintaining a consistent track record of over 95% ticket resolution within explicit SLA bounds.

Knowledge Automation: Authored more than 30 technical knowledge base entries, standardizing patch remediation plans and reducing recurring helpdesk tickets by 25% over a 6-month period.

Junior System Administrator | Applewood's Estate Pvt. Limited (Sandesh Media Group) ***Jan 2014 – Oct 2020***

Infrastructure Delivery: Maintained bare-metal and virtualized Windows Server environments for a 150-seat workspace, preserving a consistent 99%+ equipment uptime metric.

Disaster Recovery: Formulated offsite system backup plans onto storage media matrices, successfully preventing zero-data-loss anomalies during employment.

Key Featured Projects

- **Container-Security-with-Trivy**

Vulnerability Management: Implemented proactive container security auditing for Python Flask microservices by integrating Aqua Security Trivy tools into automated image builds.

Container Hardening: Eliminated system risks by scanning Docker files for hardcoded configuration secrets, outdated base layers, and excessive privilege settings, automatically generating HTML vulnerability summaries.

SecOps Automation: Integrated security steps into GitHub Actions CI/CD pipelines, enabling early structural validation before cloud deployment.

- **flask-cicd-app**

Pipeline Engineering: Structured automated continuous integration and deployment workflows for web application architectures utilizing Python Flask.

Web Delivery Operations: Created custom reverse-proxy parameters on endpoint servers, facilitating zero-downtime microservice modifications upon repository synchronization.

- **html-ec2-deploy**

Cloud Infrastructure Automation: Orchestrated continuous deployment runners in GitHub Actions to automatically configure static assets onto remote Ubuntu AWS EC2 servers via secure SSH protocols.

Certifications & Education

- ✓ Google Associate Cloud Engineer (ACE) – Google
- ✓ Azure Administrator Associate (AZ-104) – Microsoft
- ✓ OCI Foundations Associate (1Z0-1085-25) – Oracle Cloud
- ✓ Kode Kloud Engineer - 100 Days of DevOps – Kode Kloud
- ✓ Fortinet NSE 1, NSE 2, NSE 3 – Network Security Associate
- ✓ Diploma in Computer Engineering | GT Computer Hardware & Networking College (Dec 2009)
- ✓ B. Com, General Studies | Gujarat University (Mar 2013)