**Sridip Saha**

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[LinkedIn](https://www.linkedin.com/in/sridip11/) w Portfolio - [sridipsaha.com](https://sridipsaha.com/)w [GitHub](https://github.com/Sridip-hub)

**SKILLS & CERTIFICATION**

**Languages/OS:** Python, Bash Script, SQL, Java, Linux

**Tools/Platforms:** AWS, GitHub

**AWS Services:** Lambda, EC2, S3, CloudWatch, IAM, VPC, RDS, DynamoDB, SQS, SNS, ECS, EKS, API Gateway

**DevOps:** Kubernetes, Docker, Jenkins, Terraform, GitHub Actions, Prometheus, Grafana

**Databases:** MySQL, MS SQL

**Web Development:** HTML, CSS, JavaScript, React, NodeJs

**Certification:** [AWS Solutions Architect Associate](https://www.credly.com/badges/bdfe022d-0aff-4ad8-b25c-6084903fbc82/public_url)

**EXPERIENCE**

**Technical Support Representative** Nov 2023 – Present

Gatestone & Co Waterloo, ON

* Conducted advanced troubleshooting on complex technical issues, demonstrating expertise in software, hardware, data transport, and network-related problems.
* Actively participated in ongoing training programs to stay updated on product knowledge. This commitment led to a 25% decrease in the average handling time for complex issues.
* Provided advanced technical support to customer inquiries via phone and email, achieving high levels of customer satisfaction in accordance with established KPIs.
* Collaborated with cross-functional teams to identify and resolve recurring technical issues, contributing to a 20% improvement in first-call resolution rates.

**DevOps Engineer** May 2021 – Jun 2024

MEPL Kolkata, India

* Orchestrated AWS deployment using EC2 and RDS, securing configurations and implementing Jenkins and GitHub Actions to streamline CI/CD workflows for a 25% improvement in deployment efficiency.
* Optimized cost management by implementing automated scaling policies and resource tagging, resulting in a 20% reduction in AWS expenses.
* Enhanced system reliability by 15% through secure configuration, DNS implementation with Route53, AWS CloudWatch logging/metrics setup, and integration of Lambda for automated email.
* Implemented DevSecOps practices by integrating security checks into CI/CD pipelines, using tools like Terraform Sentinel and AWS Config, resulting in a 25% reduction in security vulnerabilities during deployments.
* Automated the provisioning and management of AWS infrastructure using Terraform, enabling consistent environment setups across multiple regions and reducing deployment time by 35%.

**PROJECTS**

**Setup CI/CD Pipeline using Jenkins**

* Implemented a Jenkins CI/CD pipeline on AWS, automating build, test, and deployment processes. Integrated with Docker and Kubernetes for seamless container management and deployment.

**Two Tier FlaskApp Deployment**

* Led deployment of a scalable Flask-to-MySQL app using Docker, Docker Compose, Kubernetes (with EKS), and Helm, optimizing for large user bases and efficient traffic distribution.

**EDUCATION**

**Web Development** May 2022 – Aug 2023

Conestoga College

**Bachelor of Science Computer Science** May 2017 – Aug 2021

Heritage Institute of Technology