

Sridip Saha

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[LinkedIn](#) ♦ Portfolio - sridipsaha.com ♦ [GitHub](#)

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](#)

EXPERIENCE

Technical Support Representative

Gatestone & Co

Nov 2023 – Present

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

MEPL

May 2021 – Jun 2024

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

Conestoga College

May 2022 – Aug 2023

Bachelor of Science Computer Science

Heritage Institute of Technology

May 2017 – Aug 2021