

# SUGANDHA VASHISHTHA

Cloud & Infrastructure Engineer | DevOps | Site Reliability Engineering

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## PROFESSIONAL SUMMARY

Infrastructure and Cloud Engineer with 9+ years of IT experience, including 4+ years in enterprise cloud operations and network engineering across AWS and Microsoft Azure. AWS Certified Solutions Architect – Associate and AWS Certified Cloud Practitioner. Experienced on-call Designated Response Individual (DRI) maintaining 99.9% SLA/SLO compliance with MTTR under 45 minutes for P1 incidents and MTTD reduced by ~30% through proactive monitoring optimization. Skilled in Linux administration, incident management, vulnerability remediation, and infrastructure automation. Hands-on with DevOps practices including CI/CD pipelines (GitHub Actions), containerization (Docker, Kubernetes), and infrastructure-as-code (Terraform). Pursuing CKA and HashiCorp Terraform Associate certifications.

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## CORE COMPETENCIES

AWS • Microsoft Azure • Cloud Infrastructure • Linux Administration • Windows Server • Incident Management • SLA/SLO Management • On-Call Rotation (DRI) • MTTR/MTTD • Monitoring & Observability • Site Reliability Engineering • DevOps • CI/CD Pipelines • Terraform • Docker • Kubernetes • Automation • Network Operations • TCP/IP • VPN • DNS • SAST/DAST • Vulnerability Remediation • Bash • PowerShell • Git • Troubleshooting • Change Management

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## TECHNICAL SKILLS

**Cloud Platforms:** AWS (EC2, IAM, Session Manager, Lambda, S3, VPC, RDS Multi-AZ, Auto Scaling, CloudWatch, ALB, ECR, EKS); Microsoft Azure (Bastion, Virtual Networks, Load Balancers, IAM, Resource Groups, Subscriptions, HTTP Proxy, Azure Monitor, Azure DevOps); Hybrid Cloud; On-Premises Infrastructure

**DevOps & Automation:** GitHub Actions, Docker, Kubernetes (EKS, Helm), Terraform, CI/CD Pipelines, Infrastructure as Code (IaC), Git, GitHub, GitHub Copilot

**Monitoring & Observability:** Dynatrace, Prometheus, Grafana, Alertmanager, Microsoft ICM, Hawkeye, Jarvis, KQL (Kusto Query Language), CloudWatch, APM, Alert Triage, Root Cause Analysis (RCA)

**Scripting:** Bash, PowerShell, Python (Fundamentals), Shell Scripting

**Operating Systems:** Linux (RHEL, Amazon Linux), Windows Server, Windows 10/8.1/8

**Networking:** TCP/IP, DNS, DHCP, VPN, BGP, Routing, Switching, Firewalls, Load Balancing, Proxy Configuration

**Security & Compliance:** SAST, DAST, CVE Triage, Vulnerability Remediation, OS Patching, Change Management, DevSecOps

**Infrastructure & Virtualization:** Microsoft Nebula, Cloudman, Fabric Manager, RAID Configuration, Bare Metal Operations, WDS, Snapshot Management, Rollback Strategy

**Version Control:** Git, GitHub

**Data & Querying:** SQL, KQL (Kusto Query Language), Snowflake (Architecture)

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## PROFESSIONAL EXPERIENCE

### Cloud Infrastructure Engineer

Tech Mahindra | Noida, India | Jul 2025 – Present

Project: AT&T Bastion – Microsoft Azure & AWS

- Designed and administered enterprise Azure Bastion architecture for AT&T hybrid cloud workloads, enabling secure remote access across all managed endpoints and eliminating public RDP/SSH exposure, reducing the overall attack surface for enterprise infrastructure.
- Managed Azure subscriptions, resource groups, virtual networks, IAM policies, and shared image galleries across Windows and Linux platforms; configured HTTP proxy solutions for traffic routing, security enforcement, and compliance alignment.
- Diagnosed and resolved complex Azure-to-on-premises connectivity failures spanning Azure Bastion, Load Balancers, Virtual Machines, and HTTP proxy configurations; leveraged GitHub Copilot to accelerate code-level diagnostics and reduce mean time to resolution.
- Maintained SLA compliance and production availability through continuous metrics monitoring, log analysis, and proactive operational health checks across cloud environments.

## DevSecOps Engineer – Vulnerability Remediation

Tech Mahindra | Noida, India | Aug 2024 – Jun 2025

Project: Tracfone–Verizon – AWS

- Executed SAST and DAST security assessments across 126 AWS-hosted enterprise applications; identified and managed 300+ HIGH/CRITICAL CVE findings through a structured remediation pipeline, ensuring regulatory compliance for Verizon-scale infrastructure.
- Performed OS patching across 40+ AWS EC2 instances with zero downtime by designing structured pre/post-validation checkpoints; accessed instances securely via AWS Session Manager, eliminating bastion host dependency and maintaining full compliance audit trails.
- Maintained a comprehensive server snapshot inventory and rollback strategy for all change windows, ensuring full business continuity and zero failed rollouts across the engagement.
- Triaged OS-level security vulnerabilities by severity (HIGH/CRITICAL CVE prioritization); coordinated remediation timelines across application and infrastructure teams to meet compliance deadlines.

## Site Reliability Engineer (DRI) – On-Call

Tech Mahindra | Noida, India | Jul 2022 – Jul 2024

Project: Microsoft Nebula Score Cloud

- Served as on-call Designated Response Individual (DRI) for 8+ production services on Microsoft Nebula infrastructure; maintained 99.9% SLA/SLO accountability across 2,000+ bare-metal nodes, achieving MTTR under 45 minutes for P1 incidents across the on-call rotation.
- Reduced Mean Time to Detect (MTTD) by ~30% through proactive Dynatrace alert tuning, threshold optimization, and false-positive noise elimination; led daily spike-management calls and coordinated on-call incident response across engineering teams.
- Led root cause analyses (RCA) and post-incident reviews; authored detailed incident documentation and tracked corrective actions to permanent closure, improving SLO trends and preventing recurrence.
- Queried production telemetry using KQL (Kusto Query Language) to investigate performance anomalies and capacity constraints; provided data-driven infrastructure and reliability recommendations to engineering leadership.
- Managed full Nebula infrastructure lifecycle: offline node recovery, hardware failure remediation, host upgrades, OS reimaging, RAID configuration, WDS, and DHCP scoping across the production fleet.

## EARLIER EXPERIENCE

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### Network Support Engineer | Tech Mahindra | Dec 2021 – May 2022

Resolved enterprise network incidents for Netgear (US/UK/AU/CA); configured routers, switches, and wireless controllers; performed routing and switching troubleshooting.

### Technical Support Associate | Xavient Digital Software Solutions (TELUS Canada) | Aug 2019 – Mar 2021

Delivered Tier 2 support through root cause analysis and escalation management; maintained data security compliance.

### Technical Support Executive | H3 Technologies (Hewlett Packard India) | Jan 2018 – Jun 2019

Resolved Windows desktop/laptop issues for HP India; managed high-volume queue meeting SLA deadlines.

### Customer Service Representative | Convergys India (AT&T US) | May 2016 – Oct 2017

Delivered omnichannel support (phone, email, chat); resolved billing issues and improved customer satisfaction scores.

## AWS CERTIFICATIONS

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**AWS Certified Solutions Architect – Associate** | Amazon Web Services | Issued May 2026

**AWS Certified Cloud Practitioner** | Amazon Web Services | Issued Jun 2025 | Valid through Jun 2028

*In Progress: Certified Kubernetes Administrator (CKA) | HashiCorp Terraform Associate*

## EDUCATION

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**Master of Computer Applications (MCA)** | Manipal University Jaipur | 2026–2028 (Pursuing)

**Bachelor of Computer Applications (BCA)** | Manipal University Jaipur | 2022–2025

## ADDITIONAL INFORMATION

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**Technical Writing:** 11 articles on LinkedIn & Medium — AWS, DevOps, DevSecOps, cloud infrastructure (2023–2026) |

**GitHub:** [github.com/buildwithsugandha](https://github.com/buildwithsugandha) — 5 repos with Terraform, GitHub Actions & Kubernetes code | **Languages:** English (Professional), Hindi (Native) | Open to remote and Noida/NCR-based positions