

VIVEK SHYAM M

Senior Cloud / DevOps Support Engineer

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SUMMARY

Senior Cloud & DevOps Support Engineer with 5+ years of experience managing large-scale Linux hosting environments, cloud infrastructure, escalations, incident response, and customer-facing support. Strong expertise in AWS, Linux (Ubuntu/Debian/CentOS), Apache, NGINX, MySQL, DNS, SSL, migrations, and performance troubleshooting. Skilled in automation, log analysis, and mentoring engineering teams.

PROFESSIONAL EXPERIENCE

Technical Support Specialist (L2) — UltaHost (Dec 2024 – Present)

- Provide complex technical support across tickets, chat, email, and phone.
- • Manage 100+ servers ensuring 99.9% uptime.
- • Troubleshoot Apache, NGINX, PHP-FPM, MySQL, DNS, SSL, SMTP.
- • Perform RCA on P1/P2 issues, propose improvements.
- • Automate tasks with Bash & Terraform.
- • Mentor and support L1 engineers.

Systems & Hosting Support Engineer — Newfold Digital (Sep 2020 – Oct 2024)

- • Delivered 24/7 production support with 97% SLA.
- • Managed AWS-backed cPanel/WHM clusters and optimized full stack.
- • Performed 1500+ cPanel migrations.
- • Handled L1, L2, L3 escalations during migrations.
- • Built automation reducing downtime by 25%.
- • Implemented CloudFront & Route 53 failover improving performance by 40%.

DevOps Trainee — UpGrad DevOps Program (Oct 2024 – Dec 2024)

- • Built CI/CD pipelines in Jenkins.
- • Developed Terraform modules.
- • Created secure AWS VPC & IAM modules.

TECHNICAL SKILLS

Cloud: AWS, GCP • Linux: Ubuntu, Debian, CentOS • Web Stack: Apache, NGINX, MySQL, PHP-FPM • Tools: Terraform, Jenkins, Docker, Git • Monitoring: Zabbix, Datadog, CloudWatch • Security: SSL, ModSecurity

EDUCATION

Executive PG Certificate — Cloud Computing & DevOps, IIIT Bangalore (2025)

B.E — Computer Science & Engineering, Don Bosco Institute of Technology (2016–2020)

CERTIFICATIONS

- Executive PG Certificate in Cloud Computing & DevOps — IIIT-B
- Choosing a Cloud Platform for Developers — LinkedIn