

NEEL KAKADIA

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SUMMARY

DevOps Engineer with 2+ years architecting AWS cloud infrastructure and automating CI/CD pipelines using Terraform, Kubernetes, and GitHub Actions. Reduced deployment time by 65% and cloud costs by 30% through infrastructure automation and optimization. AWS Solutions Architect and HashiCorp Terraform certified with expertise in containerization, IaC, and DevSecOps practices. Proven track record building production-grade pipelines, implementing security scanning, and managing EKS workloads.

WORK EXPERIENCE

Rogers Communications, Toronto, Canada
Technical Support Representative

Oct 2024 – Present

- Diagnosed and resolved high-volume network and connectivity issues using TCP/IP fundamentals, signal analysis, and log review, achieving 70%+ first-contact resolution and maintaining 95%+ customer satisfaction.
- Troubleshoot LAN/WAN, Wi-Fi, and device configuration issues (routing, firmware, bandwidth, 2.4/5 GHz optimization), reducing repeat incidents by 30% and improving service stability.
- Documented incidents, root causes, and resolutions in ServiceNow, enabling effective Tier-2/Tier-3 escalation, faster recovery times, and consistent operational handover.

Research Tech Solutions (Co-Op), Chatham, ON
Cloud Engineer

May 2024 – Sep 2024

- Reduced AWS costs by 25–30% by automating non-production lifecycle management and rightsizing across 80+ EC2 instances and ~15 RDS instances, using AWS Lambda, EventBridge (CloudWatch Events), and Python scripts to eliminate idle capacity.
- Audited and eliminated ~\$2,000 in monthly recurring AWS costs by identifying orphaned EBS volumes (~1.8 TB), 12 unattached Elastic IPs, and obsolete snapshots using AWS Cost Explorer and custom Python scripts.
- Standardized infrastructure via Terraform modules and AWS Config, enforcing cost-center tagging and environment separation, improving cost predictability by ~25% across 4 development teams.
- Implemented S3 Intelligent-Tiering and lifecycle policies, moving ~1 TB to Glacier and rightsizing 6 EC2 instances (t3.xlarge → t3.large), reducing monthly costs by ~\$500 without impacting SLAs.

Zymr Inc, Ahmedabad, India
DevOps Engineer

Sep 2021 – Mar 2023

- Architected AWS-based CI/CD pipelines using GitHub Actions across 8 microservices, adopting GitOps with Argo CD to enable single-click deployments and reduce release cycles from ~2 hours to ~20 minutes, supporting 20–25 deployments per month.
 - Automated infrastructure provisioning with Terraform for 60+ EC2 instances across 4 VPCs (dev/staging/qa/prod) using S3 remote state and DynamoDB locking, and managed configuration of 40+ Linux servers with Ansible.
 - Optimized Dockerfiles and container images through layer reduction and caching best practices, reducing CI build times from ~12 minutes to ~7 minutes and cutting Docker registry storage costs by ~25% with 40% smaller image sizes.
 - Integrated security and quality gates into CI/CD pipelines using Trivy, OWASP scans, and SonarQube, blocking 15–20 vulnerable builds per month, maintaining zero critical production CVEs, and achieving 85%+ code coverage.
 - Implemented Kubernetes/EKS deployment workflows across 2 multi-AZ clusters (~120 pods) using blue-green deployments with automatic rollback, tracked via Prometheus metrics, reducing failed deployments by 50%.
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EDUCATION

University of Windsor, Windsor, Canada
Masters of Applied Computing

May 2023 – Aug 2024

Gujarat Technological University, India
Bachelors of Information Technology Engineering

Aug 2018 – Jun 2022

CERTIFICATIONS AND KEY SKILLS

Certifications: AWS Certified Solutions Architect Associate - (May 2024) • HashiCorp Certified Terraform Associate - (Feb 2025)
Tools: AWS • GitHub • GitLab CI • GitHub Actions • Docker • Kubernetes • EKS • Argo CD • Jenkins • Terraform • Ansible • Prometheus • Grafana • CloudWatch • Trivy • OWASP Dependency Check • SonarQube • Maven • Linux (Ubuntu/Amazon Linux) • Scripting
Technical Skills: Cloud & DevOps (AWS – EC2, VPC, IAM, S3, RDS, CloudWatch • GitHub Actions • CI/CD Pipelines • Docker • Kubernetes/EKS) • Infrastructure & Ops (Terraform • Ansible • Python • Bash • Linux • Prometheus • Grafana • Networking & Security)
Soft Skills: Communication • Leadership • Problem-Solving • Time Management • Adaptability • Teamwork • Resilience