

Gourav Shaw

Cloud & DevOps Engineer

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🌐 gouravshaw.com

🎓 Graduate Visa (Valid until Dec 2027) — No Sponsorship Required

PROFESSIONAL SUMMARY

Cloud and DevOps-focused professional with over 5 years of experience across enterprise technical support, cloud infrastructure, and automation-driven operations. MSc in Cloud & Enterprise Computing (Distinction) with hands-on expertise in AWS, Azure, and GCP. Proven track record in CI/CD pipeline automation, containerised deployments, infrastructure as code, production monitoring, and incident response. Seeking Junior DevOps, Cloud Engineer, or Platform roles in the UK to apply multi-cloud proficiency, operational awareness, and an automation-first mindset to building reliable, scalable, and well-operated systems.

CORE SKILLS

Cloud Platforms

AWS (EC2, EKS, ECR, S3, SQS, SNS, CloudWatch), Microsoft Azure (AZ-900), Google Cloud Platform (GCP)

Containers & Orchestration

Docker, Kubernetes, Amazon EKS, Container Registry (ECR)

Monitoring & Observability

Prometheus, Grafana, AWS CloudWatch, Google Cloud Monitoring, Splunk

Enterprise & ITSM

Active Directory, IAM, ITIL, Agile/Scrum

CI/CD & Automation

GitHub Actions, Jenkins, Google Cloud Build, Git, YAML Pipelines

Infrastructure as Code

Terraform, Ansible

Scripting & Languages

Python, Bash, Java, YAML

Operating Systems

Linux, Windows Server

PROFESSIONAL EXPERIENCE

Utilisation Survey Assistant

Sep 2024 – May 2025

Nottingham Trent University · Nottingham, UK

- Conducted structured data collection and analysis using digital tools to identify operational inefficiencies. Delivered actionable weekly reports to the Estates team, directly supporting data-driven decisions on resource optimisation.

Apprenticeships Support Admin

Dec 2024 – Feb 2025

Nottingham Trent University · Nottingham, UK

- Managed user accounts in Active Directory including provisioning, deprovisioning, OU assignments, and group policies within a UK enterprise environment. Conducted account audits and contributed to SOP documentation for onboarding workflows and access control.

DevOps Engineer Intern

May 2024 – Aug 2024

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- Contributed to GCP-based monitoring and alerting, automating incident detection and response workflows using Python, YAML, and Slack integrations, **reducing mean time to detect (MTTD) incidents**.
- Optimised CI/CD pipelines using GitHub Actions and Google Cloud Build, **improving deployment reliability** and reducing manual intervention in the release process.
- Developed centralised monitoring dashboards to improve system visibility, tracking service account activities and server performance metrics across the platform.
- Gained hands-on experience with Google Cloud Platform SRE practices including structured logging, monitoring, error reporting, and incident response procedures.

Subject Matter Expert — Cloud Services

Jun 2021 – Aug 2023

Teleperformance · Gurugram, India

- Supported Azure cloud infrastructure and deployment workflows, contributing to resource provisioning, monitoring, and CI/CD pipeline improvements under platform and security guidelines.
- Designed and implemented automation solutions including an AI-powered chatbot and email automation, **reducing Level 2 support workload by 40%** and improving response times.
- Collaborated with DevOps and engineering teams to improve build, testing, and deployment processes, **driving a 23% improvement in end-user experience ratings**.
- Led firmware testing and User Acceptance Testing (UAT) for storage products and cloud services, ensuring stability, reliability, and production readiness.
- Acted as domain specialist for cloud storage and NAS systems, supporting system configuration, performance tuning, and optimisation in collaboration with engineering teams.
- Supported monitoring and operational visibility for cloud services, improving incident detection, response, and overall system reliability.

Teleperformance · Gurugram, India

- ▶ Delivered advanced technical support for enterprise storage and cloud products (Western Digital), diagnosing complex hardware, software, and synchronisation issues for NA & EMEA clients.
- ▶ Handled high-priority escalations and managed cloud storage services, ensuring system reliability and data protection across enterprise environments.
- ▶ Developed support documentation, knowledge base articles, and troubleshooting playbooks, streamlining operations and improving first-contact resolution rates.
- ▶ Trained and mentored junior support staff, enhancing team performance, service quality, and technical knowledge transfer across the team.

KEY PROJECTS

Cloud-Native Event Booking System — Microservices on AWS

- ▶ Built and deployed a cloud-native event booking system implementing an end-to-end DevOps workflow covering infrastructure provisioning, CI/CD automation, security, and production monitoring.
- ▶ Provisioned AWS infrastructure using modular Terraform (VPC, EC2, ECR, IAM, S3, SQS with DLQ, SSM Parameter Store, CloudWatch, SNS).
- ▶ Designed containerised microservices architecture with four Spring Boot services and a React frontend served via Nginx on EC2.
- ▶ Engineered a GitHub Actions CI/CD pipeline with parallel builds, Docker image creation, Trivy vulnerability scanning, automated ECR push, and zero-touch deployment.
- ▶ Applied secure secret management using AWS SSM and enforced least-privilege IAM policies with controlled network access.
- ▶ Configured CloudWatch logs, dashboards, alarms, and SNS notifications for production observability.

AWS (EC2, ECR, S3, SQS, SSM, CloudWatch, SNS), Docker, Terraform, GitHub Actions, React, Spring Boot, MongoDB

Automated Infrastructure Provisioning & CI/CD Pipeline

- ▶ Containerised multi-tier application on AWS with Terraform-managed EKS clusters and a GitHub Actions CI/CD pipeline pushing to ECR.
- ▶ Implemented Prometheus/Grafana observability stack with CloudWatch alerting for real-time infrastructure monitoring.

AWS, EKS, ECR, Terraform, GitHub Actions, Docker, Prometheus, Grafana, CloudWatch

Cloud-Native Log Aggregation System

- ▶ Built a centralised log aggregation pipeline on GCP with Cloud Build for automated deployments and Python-based automation for resource management.
- ▶ Integrated Slack webhooks for real-time incident alerting, reducing response time to production issues.

GCP, Cloud Build, Python, Cloud Monitoring, Slack Webhooks

EDUCATION

MSc Cloud and Enterprise Computing — Distinction

Oct 2024 – Oct 2025

Nottingham Trent University, UK

BSc Computer Science, Physics & Mathematics

Panjab University, Chandigarh, India

CERTIFICATIONS

- ▶ Microsoft Certified: Azure Fundamentals (AZ-900)
- ▶ Atlassian IT Service Management (ITSM) Professional Certificate
- ▶ Verizon Communications Inc. — Cloud Platform Job Simulation (Forage)