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Vishaal Pal

Bachelor of Computing – Information Systems
Cloud DevOps Engineer / Consultant - https://vishaalpal.github.io/

TECHNICAL SKILLS

- ✓ Infrastructure as Code
- ✓ CI/CD Pipelines
- ✓ Automation – 3Musketeers
- ✓ Containerisation – Docker/Kubernetes
- ✓ Public Cloud – AWS/GCP/Azure
- ✓ Linux
- ✓ Scripting
- ✓ Networking
- ✓ Observability/Monitoring – DataDog/Grafana

QUALIFICATIONS

Bachelor of Computing – Information Systems | Sub-Major Networking
University of Western Sydney
2013 - 2017

CERTIFICATIONS

- ✓ AWS Certified Solutions Architect - Associate
- ✓ Google Cloud Associate Cloud Engineer

ABOUT ME

With a proven background spanning DevOps, Cloud Architecture, and Systems Administration, I specialise in crafting scalable and efficient IT solutions. Proficient in Infrastructure as Code, CI/CD pipelines, and containerization (Docker/Docker-Compose/Kubernetes), I drive cloud-native transformations across AWS, GCP, and Azure.

Character skills:

- ✓ Excellent problem-solving & multi-tasking skills
- ✓ Excellent communication skills, written and verbal
- ✓ Excellent time-management skills
- ✓ Pro-active & take initiative

RECENT EXPERIENCE

DevOps Engineer
Jan 2022 – Nov 2023
Cognizant

Being a Cloud DevOps Engineer at Cognizant Servian, depending on the technology stack used on the active project, common activities included:

- Building Infrastructure as Code – Terraform / AWS CloudFormation
- Configuration Management – Ansible
- Monitoring and alerting – Prometheus, Grafana, Datadog
- Linux Systems Administration – RHEL, Ubuntu
- Creating or improving CI/CD pipelines
- Containerisation using Docker / Kubernetes
- Automation – Whether it be scripting or implementing the 3Musketeers methodology
- Infrastructure / Application migration from on-premise to public cloud
- Communicate with both technical and non-technical stakeholders
- Identify re-usable IP whilst on projects and present it to an internal audience in the event it can be re-used on other projects
- Help clients achieve DevOps maturity

ADDITIONAL EXPERIENCE

Cloud Engineer – Windows Infrastructure
January 2019 – January 2022
Amazon Web Services

Key achievements:

Being a Cloud Engineer on the Windows Infrastructure team at AWS, my daily activities include but aren't limited to the following:

- Providing the highest quality of support to our Business and Enterprise customers for various AWS services associated with the Windows profile
- Apply advanced troubleshooting techniques for the Windows platform
- Apply advanced troubleshooting techniques for network troubleshooting
- Following best practices for case hygiene to deliver technically detailed high-quality work in a timely fashion to meet SLA requirements for our customers
- Liaising with different profiles across the organization at a global scale to best support our customers
- Create internal knowledge-based articles
- Offer technical feedback to improve our public documentation

Service Desk & Change Analyst
September 2018 – January 2019
Secure Parking

Key achievements:

As a member of an internal service desk team and being a change analyst, my usual days consist of the below tasks:

- Administration of Active Directory for Corporate
- Administration of Exchange 2013
- Administration of Citrix XenApp (user sessions & servers)
- Administration of Inhouse Applications
- Administration of servers (resource allocation, migration, and patching)
- Documenting scheduled system changes, managing, and allocating resources for said changes
- Liaising with IT operations team to discuss process improvement and automation
- Liaising with third party vendors for inhouse application escalations & remote car park PC support
- Asset management & documentation; phone, laptops, peripherals etc.
- Ticket closure within the required SLA scopes whilst following ITIL procedures

Tier 1 Technical Support Engineer
June 2017 – September 2018
Communications Design & Management – Managed Services Provider

Key achievements:

As a technical support engineer on the service desk team for a managed services provider and being in a very fast paced environment my day to day tasks include, but aren't limited to the following:

- Administration of Active Directory for various clients
- Administration of Exchange / Office 365 for various clients
- Administration of Citrix XenApp services
- Monitoring & Remote support of various clients primarily via SolarWinds Nable & TeamViewer
- Level 1 Administration of network devices for various clients – Cisco & Juniper
- Asset management, process improvement & documentation for various clients
- Liaising & cooperating with various vendors for various clients
- Meeting SLA requirements and resolving tickets in an efficient manner
- Serving as a point of escalation for my major client (switched every 6 months)
- Process improvement & learning