



KEVIN ALVA

Senior DevOps Engineer

CONTACT

- ☎ +91-8652153249
- ✉ kevinalva09@gmail.com
- 🏠 Mumbai, MH, IN
- 💼 linkedin.com/in/kevinalva

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EDUCATION

Bachelor's degree
Mumbai University
2019

High School
St Mary's Junior College
2014

SKILLS

- AWS (Bedrock) / Azure
- Kubernetes / Docker
- GIT
- Ansible / Terraform
- Gitlab/Bitbucket/Jenkins
- Linux
- Dynatrace/Newrelic/Datadog
- Bash / Python
- Opensearch / ELK
- Incident Management/RCA

ACHIEVEMENTS

Star Performer
Connectwise
2024

Employee of Month
Newfold Digital
2020

PROFESSIONAL OVERVIEW

Senior DevOps / Site Reliability Engineer with 7+ years of experience designing and managing scalable, highly available cloud infrastructure. Strong expertise in AWS, AI Bedrock, Kubernetes, Terraform, Docker, CI/CD, and Infrastructure as Code, with proven experience in automation, observability, security, incident management, and production reliability. AWS Solutions Architect Professional certified, focused on building resilient, secure, and cost-efficient cloud platforms.

WORK EXPERIENCE

Senior Site Reliability Engineer

Cimpress, Mumbai | 2025 – present

- Implemented use of **Amazon Kiro** within the development team and helped utilize **Kiro Crew to create workflow agents**.
- **AWS Bedrock – Used RAG pipelines** connected with **managed KB (Confluence, internal Docs)** and used **Open WebUI and litellm**.
- Deployed **custom model** on AWS and trained with **AWS Titan models**.
- Used **Kiro crew along with AWS and Datadog MCP** and carried out **quicker investigations**, which **reduced investigation time from 15 mins to 5 mins** and quicker resolution
- Owned end-to-end EKS/ECS/EC2 platform engineering across INT / QA / Release / Prod, supporting **50+ microservices** and **800+ Pods** and maintaining SLI of 99.9% uptime.
- Built and managed **Infrastructure as Code using Terraform**, developing reusable modules and standardized infrastructure patterns across multiple environments.
- Implemented **monitoring, observability, alerting, and incident response** using Datadog, CloudWatch, and OpenSearch to improve system reliability and reduce operational issues and knowledge sharing with developers.
- Led infrastructure modernization and migration initiatives, including **Redis/ElastiCache to AWS Valkey**, improving scalability, maintainability, and operational efficiency.
- Designed secure and highly available architectures using **VPC, ALB, CloudFront, WAF, IAM, security groups, and private networking**.

CERTIFICATIONS

- AWS Certified Solutions Architect – Professional
- AWS Certified Solutions Architect – Associate
- HashiCorp Certified: Terraform Associate
- Microsoft Certified: Azure Administrator Associate
- Microsoft Certified: DevOps Engineer Expert
- Microsoft Certified: Azure Solutions Architect Expert

WORK EXPERIENCE

Senior Cloud Engineer

Connectwise, Mumbai | 2023 – 2024

- Refactored old legacy deployment strategy and reduced **deployment** time from **5 mins to 1 min**.
- Migrated **200+ EC2** from one region to another and reduced cost by 30% with no downtime.
- Implemented use of **Debezium for CDC** to automate data workflows.
- Managed containerized workloads using **Docker and AWS EKS/ECS/Fargate**, including deployment, scaling, networking, and production troubleshooting.
- Participated in **production incident response, root-cause analysis, performance troubleshooting, and reliability improvements**.

Solutions Delivery Architect

Crayon, Mumbai | 2021 – 2023

- Managed and supported **AWS cloud infrastructure** across development, staging, and production environments.
- Automated infrastructure provisioning and configuration using **Terraform and Ansible**, improving deployment consistency and reducing manual effort.
- Containerized applications using **Docker** and supported deployment and management of container-based workloads.
- Implemented AWS services including **EC2, VPC, IAM, S3, RDS, CloudWatch, Route 53, and Load Balancers**.
- Built monitoring and alerting solutions using **CloudWatch**, improving visibility into application and infrastructure health.
- Troubleshot **Linux, networking, cloud infrastructure, and deployment issues** across production and non-production environments.

Senior Web Solution Specialist

Newfold Digital, Mumbai | 2019 – 2021

- Collaborated with customers to understand their **business goals and technical requirements**, and translated them into customized solutions. Understand customer's overall query and help them resolve the issue with **highest CSAT and top performer**.
- Working with **phpMyAdmin, SFTP, SMTP, SSH, DNS, DHCP, SSL, TLS, TCP, Ports, Cloudflare, Route53, WHM & cPanel**. Configuring **MySQL, NGINX, Tomcat, Apache, PHP** etc.
- Created scripts for **daily backups and retention** period and stored it to S3. Specialist in **cloud deployment, Linux and Windows troubleshooting**.
- Maintain and enhance **cloud management and monitoring**.