

# Shivangi Jangid

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## Technical Architect

A results-oriented professional with a decade of experience in designing, building & operating scalable cloud-native applications and GenAI solutions. I excel at bridging the gap between development and IT operations, with deep expertise in cloud computing, containerization, CI/CD, and machine learning operations.

### TECHNICAL SKILLS

- Automation scripting: Python, Bash
- DevOps Tools: Jenkins, GitLab, Terraform, Azure DevOps
- GenAI Framework: TensorFlow, LangChain, PyTorch
- Data Engineering: SQL, NoSQL, Big Data
- Architecture: Microservices, Serverless, Cloud- Native
- Containerization and orchestration: Docker, Kubernetes
- Monitoring and Logging: Prometheus, Grafana, Thanos, ELK, Azure Log Analytics
- Cloud platforms: AWS, Azure, GCP, OCI
- Agile methodologies: Scrum, Kanban, Azure DevOps, JIRA

### WORK EXPERIENCE

#### Custom Application Tech Lead - Accenture

May '21 — Present

##### Role:

- Develop and execute cloud solutions architecture for GenAI applications through comparative analysis of different cloud platforms and LLMs.
- Leverage Azure DevOps, Terraform and python to automate infrastructure setup, CI/CD pipelines and code deployment in Azure Cloud.
- Collaborate with project managers and business analysts to drive the successful implementation of technology solutions, while identifying and assessing emerging technologies and tools to align with business objectives.
- Implement DevSecOps measures utilizing a shift-left approach, SAST and DAST tests, and optimizing productivity with Kubernetes, Docker, and GitLab.
- Execute an extensive observability strategy and solution design using Prometheus, Grafana, Thanos, ELK Stack.
- Coach and mentor- collaborate with junior DevOps engineers and developers.

##### Highlights:

- Created and implemented cost-efficient GenAI use-case architecture and prompts resulting in 40% improvement in response time.
- Led 80% increase in operational efficiency by implementing Infrastructure as a Code and CI/CD pipelines.
- Defined key performance indicators, monitoring requirements, and incident response protocols reducing manual effort by 60% and improving overall system reliability by 30%.

#### Senior DevOps Engineer - Oracle

Jul '19 — May '21

##### Role:

- Enhance Continuous Integration (CI) processes by integrating GitHub, Jenkins, SonarQube for code quality & analysis and Docker builds.
- Execute on-premises cloud migration and cloud computing using OCI.
- Automate tasks through Python scripts and YAML templates for streamlined configuration processes, resource provisioning, bucket creation, secrets management, database connections and deployments.
- Utilize GitLab for continuous deployment using automated workflows within a Kubernetes orchestration framework.
- Implement monitoring and logging systems, offering real-time insights into each running microservice instance.

##### Highlights:

- Optimized build management and workflows.
- Improved system performance by 25% and implemented scalable solutions resulting in a 50% reduction in downtime.
- Configured queries in the alert manager for proactive issue identification and troubleshooting.

## DevOps Engineer - Wells Fargo

Jul '17 — Jul '19

### Role:

- Maintain and optimize release tools and infrastructure, including Jenkins, Git, and Artifactory for efficient and reliable software releases.
- Collaborate on release planning and coordination activities, including release scheduling, risk assessment, and change management
- Ensure compliance with regulatory and security requirements for software releases by coordinating with security and compliance teams to implement necessary controls and documentation.

### Highlights:

- Proactively monitored and resolved release issues, such as build failures, deployment failures, and environment issues, to minimize downtime and ensure high-quality software releases.
- Provided technical guidance and support to development teams on release-related topics, such as branching and merging strategies, build configurations, and deployment procedures, to ensure consistent and high-quality software releases.

## System Engineer - IBM

Aug '14 — Jul '17

### Role:

- Migrate TeamCity to Jenkins, Maven to Gradle, and SVN to Git.
- Collaborate within the IBM community, utilizing tools like Jenkins, Nexus, Ant, Maven, Gradle, SVN, Git, Nolio, and Sonar for automation and integration in Java and .Net applications.
- Consult with clients on project status, ideas, and technical difficulties.

### Highlights:

- Observed IBM's standards for compliance, quality, and security, and made sure that all systems and solutions adhere to these specifications.
- Produced a ton of paperwork, including simple how-to guides for routine administrative chores.

## PROJECTS

### Title: GenAI use-case for knowledge management

#### Challenge:

- Client required end-to-end generative AI solution to provide quick, accurate responses to legal-based queries while adhering to company policies.
- Blueprint development that defines the clear and achievable project scope.
- Design cost-effective technical architecture based on comparative analysis on the AI models and cloud platforms available in the market.

#### Solution:

- Created a comprehensive project plan and facilitated kick-off meetings.
- Engaged with business process owners through interviews to gather detailed requirements, and refined the project scope accordingly.
- Conducted a Proof of Concept (POC) for AI model selection and compared various cloud platforms and AI model versions.
- Designed the RAG architecture based on the POC results and use case requirements.
- Utilized terraform for Infrastructure as a code, Azure devops for CI/CD pipelines, and python for developing the Azure functions.
- Collaborated with developers, testers, and prompt engineers to implement the technical architecture.
- Coordinated with key stakeholders throughout the project execution phase to ensure alignment and successful delivery.

### Title: Hybrid Cloud solution for Energy and Utility business

#### Challenge:

- Transition the existing tech stack from on-premises infrastructure to a cloud environment to keep pace with rapidly evolving technology trends.
- Automate manual processes performed by developers and testers.
- Efficiently manage and audit hundreds of gigabytes of incoming data files daily.

#### Solution:

- Employed a hybrid cloud model, executing a lift-and-shift approach for seamless migration.

- Developed Python automation scripts to provision infrastructure for new clients and audit incoming data files by size, including archiving older files.
- Utilized Python and Bash for the CI/CD pipeline, automating the creation of Docker images, containerization, and deployment within Kubernetes orchestration.
- Designed reusable YAML templates for use across multiple tenants, leveraging GitLab for continuous deployment and Jenkins for continuous integration.
- Configured ingress controllers, service mesh, API gateway, and virtual networks to manage traffic between on-premises systems and Oracle Cloud Platform.
- Managed production release planning, ensuring clear communication, detailed documentation, and alignment with all stakeholders during deployment.

**Title: Monitoring and logging solution for cloud-native applications**

**Challenge:**

- Identify system bottlenecks and prioritize issues that need immediate attention.
- Prevent outages by receiving proactive alerts before downtime occurs, enhancing the user experience.
- Optimize resource allocation and improve operational efficiency.

**Solution:**

- Researched and conducted a PoC for an effective monitoring and logging solution using Prometheus, Grafana, and the ELK stack.
- Configured Filebeat using the sidecar approach to collect container log events and centralize them in Elasticsearch, enabling real-time indexing and analysis.
- Implemented a push-based mechanism in Prometheus to monitor batch processes.
- Setup Grafana dashboards for system performance, application insights, and resource utilization.
- Deployed Prometheus in Kubernetes to continuously monitor applications, ensuring operational efficiency and optimized resource allocation.

## EDUCATION

B. Tech in Computer Science | Rajasthan Technical University | 2014

Swami Keshvanand Institute of Technology, Jaipur, Rajasthan

## CERTIFICATIONS AND LEARNING

- Certified Oracle Cloud Infrastructure – Architect Associate - 2020
- Learned Python - CoursEra
- Certified AZ-900 Fundamentals (Microsoft Azure) – Microsoft - 2023
- Certified Copado Fundamentals I & II – Copado - 2022
- Certified Salesforce Administrator – Salesforce - 2021
- Certified IBM Design Thinking Practitioner – IBM – 2017
- Machine Learning Engineering in Production (MLOps) – DeepLearning.AI – 2024