

Kartik Patel

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Summary

Cloud/IT Operations Engineer with 2+ years architecting and operating production AWS and Azure infrastructure, specializing in observability, automation, and reliability engineering. Reduced MTTR by ~40% and cut manual operations work by 15–20 hrs/week through Terraform- and Python-driven automation. AWS Certified Developer, Solutions Architect, CloudOps Engineer, Cloud Practitioner, and AI Practitioner. Co-founder of CloudForge, a free cloud-certification practice platform used by ~500 students, and currently leading a 4-person team building an enterprise AI governance platform.

Experience

Parkar Digital — SE-II, Cloud/IT Operations Engineer

May 2026 – Present
Ahmedabad, Gujarat

- Own cloud operations, platform reliability, observability, and automation initiatives across production and non-production environments.
- Lead development of an in-house observability platform centralizing monitoring, alerting, analytics, and operational insights.
- Manage Linux server configuration and provisioning using Ansible playbooks, alongside Docker-based deployments with CI/CD pipelines in GitHub Actions.
- Set up and configured Datadog observability for client environments, including dashboards and alerting.
- Drive infrastructure automation using Terraform and Python, improving operational efficiency and cutting manual effort.
- Define operational standards, incident management processes, runbooks, and reliability best practices across teams.
- Mentor engineers and conduct technical reviews; strengthen security via Linux hardening and IAM best practices across AWS/Azure.

Parkar Digital — SE-I, Cloud/IT Operations Engineer

May 2024 – April 2026
Ahmedabad, Gujarat

- Reduced MTTR by ~40% by building an end-to-end observability stack with Zabbix and Grafana for faster detection and resolution.
- Cut manual operational work by 15–20 hrs/week by automating infrastructure provisioning with Terraform and Python.
- Designed a Preliminary Investigation Report system that auto-runs checks on alert trigger, reducing manual investigation time by 90%.
- Defined SLOs/SLIs for cloud services and deployed incident runbooks integrated into escalation workflows.
- Hardened systems via Linux security baselines and IAM policies across AWS/Azure; supported hybrid cloud and Proxmox environments.

Parkar Digital — Cloud Operations Engineer

February 2024 – May 2024
Ahmedabad, Gujarat

- Redesigning a client's (NaturalRetreats, US) legacy AWS architecture end-to-end — introducing VPC networking, Application Load Balancer, Lambda, and Auto Scaling Groups — reducing downtime and eliminating client-reported performance/slowness issues.
- Configured AWS Identity Center (SSO) with permission sets across multiple AWS accounts, centralizing multi-account access management.
- Set up end-to-end monitoring for the redesigned architecture.
- Owned the redesign solo, from architecture design through implementation.

Education

Gujarat Technological University
B.E./B.Tech, Information Technology

2020 – 2024
Ahmedabad, Gujarat

Shree S.Z. Waghela High School
12th Science

March 2018 – March 2020
Khambhat, Gujarat

Projects

CloudForge (cloudforge.com) | Co-Founder / Platform Owner

2024 – Present

- Co-built and operate CloudForge, a live platform offering free cloud certification practice tests (AWS, Azure, GCP) — used by ~500 students preparing for certification exams; own platform/infrastructure end-to-end while a co-founder owns content and question validation.
- Initially architected on AWS ECS with RDS, Parameter Store, and Secrets Manager; migrated to a self-managed VPS to optimize hosting costs while maintaining reliability.

- Manage DNS, tunnels, and traffic routing via Cloudflare; set up Zabbix monitoring and automated deployments via GitHub Actions.
- Enterprise AI Governance Platform** | *Python, Terraform, AWS, Azure, Agentic AI* 2026 – Present
- Leading a 4-person engineering team building an enterprise AI governance platform; partner directly with the CPO to translate product requirements into technical architecture.
 - Architecting solution covering AI usage monitoring, compliance auditing, access/policy enforcement, and model risk/cost/usage analytics across the organization.
 - Designing browser-level monitoring and data-loss-prevention (DLP) capability to detect and flag sensitive content entered into public AI tools (ChatGPT, Claude), reducing shadow-AI data exposure risk.
 - Driving Agentic AI initiatives for infrastructure operations, automating incident investigation and root-cause analysis. Platform is moving toward its first client demo.

Technical Skills

Automation & IaC: Terraform, Ansible, Docker, Python, Bash
CI/CD: GitHub Actions
Cloud & Platforms: AWS (Developer Associate, Solutions Architect Associate, CloudOps Engineer Associate, Cloud Practitioner, AI Practitioner), Microsoft Azure (Administrator Associate)
Networking: VPC design, security groups, load balancers, Cloudflare (DNS, tunnels, traffic routing)
Observability: Zabbix (Expert), Grafana (Expert), Datadog, AWS CloudWatch, Azure Monitor
Infrastructure: Linux administration & hardening, Proxmox virtualization, hybrid infra, IAM & security governance

Certifications & Honors

Certification	Issuer	Valid Through
AWS Certified Developer – Associate	AWS	Jun 2029
AWS Certified Solutions Architect – Associate	AWS	Sep 2028
AWS Certified CloudOps Engineer – Associate	AWS	Apr 2029
AWS Certified Cloud Practitioner	AWS	Jun 2029
AWS Certified AI Practitioner	AWS	Sep 2028
Microsoft Certified: Azure Administrator Associate	Microsoft	Expired Oct 2025
Big Guns Team Award (Parker Digital)		