

Ashok Shelke

Senior Infrastructure Engineer

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PROFESSIONAL SUMMARY

Senior infrastructure engineer with 10+ years running production platforms real people depend on. Currently TechOps Lead at PortX/InfitX, part of the team operating 300+ EKS clusters and 200+ microservices for 40+ banking and fintech customers - with individual ownership across CI/CD, self-service tenant provisioning, observability, and 24x7 incident response for FED payment workloads. Deep hands-on with EKS, Helm, Terraform (8+ years, introduced in 2017), ArgoCD, GitHub Actions, Datadog, and Prometheus. Treat internal tooling as a product; treat every incident as a lesson. Fluent daily with modern AI tools (Claude, Cursor, MCP automation) with the discipline that AI proposes and the engineer commits. Four years fully-remote in a globally distributed US-India team. CKA, CKAD, and HashiCorp Terraform Associate certified.

TECHNICAL SKILLS

Cloud and IaC: AWS (EKS, EC2, S3, SQS, SNS, ECR, IAM, ALB, Lambda, RDS, Route53, KMS, Secrets Manager); Terraform (8+ years, introduced as standard IaC in 2017; reusable modules, remote state, drift detection at scale)

Container Orchestration and Delivery: Kubernetes on EKS at fleet scale (300+ clusters), Helm charting, Karpenter and Cluster Autoscaler for node scaling, HPA for pod scaling, ArgoCD (ApplicationSets), Flux, progressive delivery patterns (canary, blue-green)

CI/CD: GitHub Actions (reusable workflows, self-hosted runners), GitLab CI, Jenkins; OIDC federated identity, protected environments, deploy gates, rollback paths, monorepo patterns

Developer Experience and Internal Tooling: In-house CLI tooling, per-tenant provisioning platforms, self-service developer environments, internal documentation systems, infra-as-a-product mindset

Observability and Incidents: Prometheus, Grafana, Thanos, Datadog, Sysdig, CloudWatch, AlertManager; alert catalogue design, log-cost management, incident lifecycle, blameless postmortems

AI-Assisted Engineering: Claude Code, Cursor, MCP-based automation; used daily for debugging, log analysis, boilerplate generation, and toil reduction with context-driven prompting

Networking and Data: TCP/IP, DNS, HTTP/TLS, load balancing, VPC design, mTLS with AWS Private CA; MongoDB, PostgreSQL, Redis, Elasticsearch exposure

Languages and Runtimes: Python (primary, boto3, automation), Bash; Node.js familiarity; comfortable reading TypeScript for infra tooling

PROFESSIONAL EXPERIENCE

Senior Infrastructure Platform Engineer (TechOps Lead), PortX / InfitX (formerly ModusBox) Jul 2021 - Present

Fully-remote, globally distributed team. 300+ EKS clusters, 200+ microservices, 40+ banking and fintech customers.

- **FED payment workload operations:** Own operational reliability for FedWire, ACH, VPN, and SFTP integration workloads that let 40+ banks connect to the platform. Manage Terraform modules, Helm charts, and runbooks for these components; primary on-call for their production behavior.
- **Self-service tenant provisioning:** Built internal tooling engineers use to onboard new bank customers - Terraform-based workflow provisioning AWS account, VPC, EKS access, ECR, and GitHub repo in a single command. Reduced onboarding from multi-day manual work to under 2 hours. Iterated CLI and templates based on engineer feedback.
- **Reusable CI/CD platform for 200+ services:** Built reusable GitHub Actions workflows powering 200+ microservices via a language-agnostic Makefile-based caller pattern - each service repo calls shared workflows rather than duplicating pipeline logic. SHA-pinned actions, OIDC-based AWS auth eliminating static keys, Trivy image scanning gating criticals.
- **Cloud resource audit tooling:** Built and maintain a Python-based multi-environment audit tool covering ~20 resource categories (stopped instances, unattached volumes, empty load balancers, idle databases, orphaned snapshots) across compute, networking, storage, and database layers - runs across dozens of customer environments and produces a categorized report per run.
- **AI-assisted engineering, applied daily:** Use Claude, Cursor, and MCP-based automation daily for log analysis during incidents, code generation with codebase-as-context (so output matches team conventions), and low-risk toil

automation (repo provisioning, dashboard boilerplate, alert-tuning drafts). AI proposes, the engineer commits; production changes always go through PR review.

- **Observability modernization:** Lead ongoing initiative to audit and improve Prometheus, Grafana, Sysdig, and CloudWatch configurations across the fleet - minimal high-signal alert catalogue, duplicate PrometheusRule cleanup, and false-RESOLVED remediation. Cost discipline: 10-15% AWS reduction via Lambda-EventBridge dev cluster hibernation.
- **Incident response and RCA discipline:** Lead 24x7 on-call rotation and root-cause analysis for the payment-processing platform. Structured triage across cloud, cluster, network, and application layers. Blameless postmortems are mandatory and drive systemic fixes: shipping a runbook, adjusting probe design, adding a synthetic transaction, or retiring an alert nobody trusted - rather than restart-and-hope.
- **Team leadership:** Lead a 4-person TechOps team handling operations, compliance, and client technical support. Mentor through incident RCA, code review, and architectural decisions; actively reduce single-person dependencies by documenting patterns.

DevOps Engineer, ControlCase

Sep 2017 - Jul 2021

Compliance and audit SaaS for enterprise customers subject to SOC 2, PCI-DSS, and regulatory frameworks. Mumbai, India.

- **Led on-prem to AWS cloud migration:** Architected the AWS foundation - VPC design, EC2 with Auto Scaling groups, ELB, S3, Lambda, API Gateway - and migrated the compliance platform from on-premise infrastructure to a fault-tolerant, highly-available cloud architecture without disrupting audit-cycle customer operations.
- **Introduced Terraform as standard IaC (in 2017):** Brought Terraform into the platform as the standard for infrastructure provisioning at a time when much of it was hand-configured. Built the initial module library, established remote state discipline, and set the review conventions that later teams inherited. Same for Ansible for configuration management.
- **Built CI/CD foundations:** Designed and implemented CI/CD pipelines using GitLab and Jenkins integrated with the Terraform and Ansible IaC layer. Automated deployment patterns replaced manual release processes across development, staging, and production environments.
- **SOC 2 and PCI-DSS audit support:** Led the infrastructure side of SOC 2 and PCI-DSS audit cycles - evidence collection, control documentation, remediation of audit findings, and coordination with external auditors. Made compliance evidence continuously auditor-ready rather than a scramble at audit time.
- **Security and vulnerability management:** Implemented Rapid7 InsightIDR for SIEM and Nexpose for continuous vulnerability scanning across the estate. Managed patch cycles, remediation prioritization, and security posture reporting for the platform serving compliance-sensitive enterprise customers.
- **Enterprise firewall and hybrid network operations:** Managed Palo Alto and Fortinet firewall configurations across the hybrid network spanning on-premise and AWS. Owned network segmentation, access rules, and secure connectivity between customer environments and internal systems during and after the cloud migration.

Linux Administrator (L2), Reliance Industries (ASM Technology)

Aug 2015 - Sep 2017

Enterprise datacenter operations. Mumbai, India.

- **Datacenter scale:** Operated 10,000+ servers with focus on high availability and fault tolerance; 24x7 on-call with Emergency Response Team coordination.
- **Systems and storage:** Managed IBM, Dell, HP servers and EMC, NetApp, Hitachi storage; Linux services (NFS, DNS, SMTP) across RHEL, CentOS, SUSE, Ubuntu.

Linux Administrator, KG Software

Oct 2013 - Aug 2015

System operations and HA infrastructure. Mumbai, India.

- **HA operations:** LAMP stack deployments, HA clusters (Heartbeat+DRBD), HAProxy load balancing, MySQL backup/replication, and network configuration.

CERTIFICATIONS

- CKA - Certified Kubernetes Administrator, The Linux Foundation
- CKAD - Certified Kubernetes Application Developer, The Linux Foundation
- HashiCorp Certified: Terraform Associate, HashiCorp
- RHCSA 6 - Red Hat Certified System Administrator, Red Hat