

Siddharth Patel

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KEY EXPERTISE

- Cloud Infrastructure: Managed scalable deployments with Terraform, Azure, AWS.
- DevOps Automation: Streamlined CI/CD pipelines, enhancing efficiency.
- Security & Compliance: Implemented security measures, achieving SOC2, HIPAA, NIST, FHIR compliance.
- API Management: Optimized APIs with Azure Services, Keycloak, and API Gateway.
- Network Security: Secured networks with VPNs, firewalls, DDoS protection.
- Monitoring: Deployed Prometheus, Grafana, SumoLogic for insights and security.
- Database Management: Managed and optimized PostgreSQL, MongoDB, MySQL.

SKILLS

- Cloud & DevOps: Terraform, Azure, AWS, CI/CD Pipeline, Azure Devops, Gitlab, Github
- Automation & Scripting: PowerShell, Bash, Zsh
- Security & Compliance: SOC2, HIPAA, NIST, FHIR, Azure Sentinel, Microsoft Defender, Sumo Logic Cloud SIEM
- Networking & Infrastructure: VPNs, NordLayer, Firewall, DDoS Protection, EC2, VM, Containers
- Databases: PostgreSQL, MongoDB, MySQL, Salesforce, Redis, Oracle PL/SQL
- Monitoring & Analytics: Prometheus, Grafana,, Microsoft Clarity, Dynatrace
- Operating Systems: Windows, Linux, MacOS
- Troubleshooting, Research and Development

EDUCATION

Bachelor of Science

Major: Business Analytics and Information Systems - Summer 2017

University of South Florida

CREDENTIALS

[Microsoft Certified: Azure Security Engineer Associate](#)

[Microsoft Certified: Azure Administrator Associate](#)

[Microsoft Certified: Information Protection and Compliance Administrator Associate](#)

[AWS Cloud Quest: Solutions Architect](#)

[AWS Cloud Quest: Serverless Developer](#)

PROFESSIONAL EXPERIENCE

AgileSrc, LLC

Cloud Computing System Administrator

January 2024-Current

- Migrated API deployments from Bicep to Terraform, creating reusable templates and Azure CI/CD pipelines, reducing deployment to 4 lines of code with a 99% success rate.
- Engineered scalable infrastructure with Terraform and Azure DevOps, deploying development, staging, and production environments in 70 days while continuously optimizing modules and pipelines.
- Optimized CI/CD pipelines for automatic, environment-specific deployments, improving team efficiency and ensuring reliable delivery of static websites and APIs.
- Designed and enforced security policies across production, staging, and development environments, integrating Keycloak for secure email verification and Azure Communication Services for single sign-on.
- Managed site-to-site VPNs with Terraform and NordLayer, securing isolated access and enhancing resilience via Azure Front Door and API Management Gateway.
- Led SOC2 compliance efforts, achieving audit-ready status through SecureFrame with policy creation, streamlined IAM management, and internal documentation for Azure environments.
- Saved \$50,000 by developing a custom Prometheus-MongoDB Exporter, avoiding costly Grafana plugins, and set up a user-behavior dashboard using Microsoft Clarity for actionable insights.
- Monitored and secured VMs and containers across Azure and AWS, ensuring continuous uptime through patching, vulnerability assessments, and critical infrastructure troubleshooting.
- Performed cost analysis and implemented cost reduction measures for cloud operations, reducing cloud spending by 20% without compromising performance or security.
- Secured environments for penetration testing, achieving A+ grades and FHIR compliance to safeguard sensitive data.
- Configured FHIR workspace and server to secure PII data within internal infrastructure, integrating with a secured and isolated internal network.
- Managed day-to-day cloud operations, ensuring system reliability, implementing security patches, and performing regular backups and disaster recovery testing.
- Administered all aspects of the client's cloud environment, including provisioning, monitoring, maintenance, and troubleshooting for Azure and AWS infrastructure.

Abacode, Inc
Jr. Data Security Engineer

August 2023 – October 2023

- Collaborated with clients on data governance and Data Loss Prevention strategies, enhancing security across diverse organizational environments. Focused on identifying security needs and developing tailored solutions to prevent data exfiltration.
- Led the initial stages of classifying and labeling sensitive data, including Controlled Unclassified Information and HIPAA-related information. Prototyped and tested data crawling processes, laying the foundation for senior engineers to implement secure information systems.
- Initiated and developed DLP policies, significantly reducing the risk of sensitive data being sent to unauthorized recipients. This proactive approach not only prevented accidental data breaches but also bolstered defenses against intentional leaks, complementing broader security measures.
- Co-developed DLP/Data Governance pipelines and assisted in migrating data from On-Premises to Microsoft 365. This enhanced cloud-based data management and ensured compliance with industry-specific auditing requirements.

KnowBe4
Database Manager

August 2022 - April 2023

- Managed a Salesforce tenant with over 5 million records, maintaining General Data Protection Regulation compliance and data integrity, crucial for effective sales lead and contact management.
- Oversaw multiple SaaS Salesforce integrations, including OwnBackUp, Celigo, Insycle, DemandTools and NetSuite, ensuring system compatibility and performance through proactive monitoring and updates.
- Administered Descartes Visual Compliance in Salesforce, conducting screenings to ensure compliance and prevent disruptions in sales operations.
- Handled 2-4 Data Subject Rights requests weekly, maintaining data privacy and secure deletion of PII, aligning with audit requirements.
- Led a CRM integration project that cut database management costs by 10% through improved parallel processing methods.
- Worked with legal and compliance for data privacy law adherence, improving data accuracy and user practices through education.
- Directed a PII anonymization project in 20+ sandbox environments, enhancing data protection and enabling safe developer testing.
- Efficiently processed a high volume of Salesforce CRM requests, completing approximately 1,300 in Q4 2022 and 1,400 in Q1 2023, while consistently maintaining top Service Level Agreement response times.
- Conducted daily health checks and data normalization for 2-3k records, dedicating 1-2 hours to ensure data integrity and loading clean records into Salesforce, in addition to managing CRM requests.
- Implemented policy enforcement protocols through educational emails to sales team for records with incomplete data, promoting adherence to best practices and continual improvement without punitive measures

Agilethought
Monitoring & Application Support Specialist

November 2018 - August 2022

- Oversaw and enhanced client website support, significantly boosting user interaction through automated raffles and content updates. Spearheaded Azure and MySQL enhancements, ensuring robust site functionality and a superior user experience.
- Earned a promotion to 1st shift through exemplary performance, seamlessly transitioning to support a pharmaceutical client's IT needs. Managed SQL tickets, SaaS application issues, and Jenkins deployments, while providing crucial Epic/Milli system support and overseeing client-specific projects.
- My ticket resolution accounted for up to 20% of the team's workload, significantly improving response times and client service efficiency.
- Contributed to key release management operations, ensuring consistent system uptime for a pharmaceutical client's critical systems during regular monthly updates.
- Delivered analytics that informed strategic decisions, streamlining service agreement utilization and resource management.
- Transformed a pharmaceutical client's ETL process with automation, enhancing data handling efficiency, and reducing IT dependencies.
- Developed a comprehensive knowledge base and led new hire training, fostering team expertise and consistent, high-level client support.