

Osho Divyang

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SUMMARY

IT leader with 11+ years in systems administration, platform engineering, cloud and DevOps, specializing in Amazon Web Services (AWS), Terraform, and Continuous Integration (CI)/Continuous Delivery (CD) automation.

EXPERIENCE

Amdocs, Software Development Team Lead

Sep 2023 - Present

- Acting as project manager for ACC program, overseeing planning, execution, and delivery.
- Leading a cross-functional team of 9 engineers, driving delivery quality and accountability.
- Managing ACC product roadmap, sprint governance, and development workflows.
- Implement automation by improving reliability by 25%.
- Provide technical guidance and conduct regular knowledge-sharing sessions to upskill team members.
- Provision AWS resources using Terraform, reducing provisioning time by 80%.
- Automate CI/CD workflows with Jenkins, accelerating release cycles.
- Implement centralized log analysis using ELK Stack for better observability.
- Provide onsite support at client locations across UK, Malta, ensuring 100% resource availability and successful deployment.

Amdocs, Software Development Specialist

Jan 2021 - Sep 2023

- Led a team of 3 engineers to implement a containerization strategy using Docker, improving scalability by 20% and ensuring high availability and reliability of critical systems.
- Developed bash scripts to automate daily jobs, reducing manual effort by 70%.
- Managed global cloud operations for high-traffic environments, ensuring 100% adherence to Service Level Agreements (SLAs) through proactive monitoring (Prometheus/Grafana) and rapid incident resolution.
- Implemented containerization strategy using Docker, improving scalability by 50%.

Amdocs, Software Engineer

Feb 2014 - Jan 2021

- Provided production support and systems monitoring ensuring 99.9% system uptime.
- Automated routine tasks to improve operational efficiency by reducing manual efforts by over 80%.

EDUCATION

Lovely Professional University

B. Tech • Computer Science

LICENSES & CERTIFICATIONS

AWS Certified AI Practitioner

AWS • Issued Jan 2026

AWS Certified Solutions Architect

AWS • Issued Dec 2025

Terraform Associate

Hashi Corp • Issued Aug 2025

Azure Administrator

Microsoft • Issued Jun 2020 - Expires Jun 2022

SKILLS

AWS • Azure • Terraform • ARM Templates • Docker • Jenkins • GitHub Actions • Elasticsearch Logstash Kibana (ELK) Stack • Prometheus • Grafana