Ayush Verma

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Summary

IT Developer/Analyst with 4+ years of experience supporting secure, mission-critical systems in government and enterprise environments. Skilled in maintaining and modernizing applications, troubleshooting incidents, and applying **ITIL-aligned practices** to ensure service continuity and compliance with Government of Canada IT security standards. Proven record of improving system performance, achieving **99.9% uptime**, and delivering reliable solutions across cloud and on-premise environments.

Education

Dalhousie University, Master of Applied Computer Science   Halifax, NS

- Graduated with **Distinction (First Class Honors)**.
- Capstone project: Partnered with Vancouver-based startup **OnDeck Fisheries AI** to build scalable video-analysis solutions for catch monitoring, applying cloud-based data pipelines and AI for regulatory compliance.

SRM University, Bachelor of Technology in Computer Science   Chennai, IN

- Graduated with **Distinction (First Class Honors)**.
- Capstone internship: Contributed to API development and testing workflows at **Postman API Tools**, improving automation and reliability of developer platforms.

Experience

IT Developer/Analyst, **Canada Revenue Agency (CRA)**   Jan 2023 – Present

- Worked within a **Government of Canada security-cleared environment**, supporting classified and unclassified IT systems in compliance with federal policies and standards.
- Applied **ITIL-aligned change, release, and incident management**, ensuring service continuity for mission-critical applications.
- Integrated CI/CD pipelines (Jenkins, Docker) to improve deployment reliability and reduce release failures.
- Performed troubleshooting and incident resolution to minimize downtime, supporting operational and client service objectives.
- Tuned SQL and NoSQL queries to enhance system throughput by **20%**, ensuring performance for high-demand workloads.
- Refactored and modernized legacy applications, reducing technical debt and improving long-term maintainability.
- Strengthened availability with automated testing and monitoring (JUnit, Mockito), consistently meeting a **99.9% uptime SLA**.

Senior Software Developer, **Walkover Web Solutions**   Jan 2021 – Dec 2021

- Supported secure application environments by integrating compliance frameworks (GDPR, PCI DSS), strengthening protection of sensitive customer data.
- Implemented monitoring and predictive dashboards, reducing incident response times by **20%** and improving system availability.
- Deployed and maintained containerized services (Docker, Kubernetes), ensuring consistency and reliability across multiple environments.
- Provided technical support and mentorship to junior staff, improving troubleshooting capacity and operational efficiency.

Software Developer, SARVA Yoga LLC   May 2019 – Jan 2021

- Developed and maintained backend APIs supporting high-demand mobile applications, ensuring stable and

reliable performance for thousands of users.

- Automated deployment and release workflows, reducing production downtime and minimizing operational risks.
- Troubleshot production issues and improved incident resolution processes, contributing to higher service continuity and customer satisfaction.

Volunteer & Community Engagement

Volunteer Tutor, Toronto Public Library — "Leading to Reading" Program   Apr 2024 – Present
- Provide one-on-one reading and homework support to children, fostering literacy, confidence, and problem-solving skills.
- Adapt learning approaches to diverse needs, demonstrating patience, clear communication, and mentorship.
- Contribute to the Library's mandate of community service and public engagement through education.

Technical Skills

Core IT & Programming: Java, Python, SQL, Bash, PowerShell
Systems & Frameworks: Spring Boot, React, Docker, Kubernetes, Jenkins
Databases & Data Management: Microsoft SQL Server, PostgreSQL, MySQL, MongoDB
Cloud Platforms: Microsoft Azure, Amazon Web Services (AWS), Google Cloud
Tools & Practices: Power BI, Git, JIRA, ITIL-aligned service management, Agile, Security Compliance

Security Clearance

Government of Canada Reliability Status (CRA Level – CS02 Equivalent) — Active
Immigration Status: Permanent Resident of Canada

Certifications

- **AWS Certified Cloud Practitioner** — Issued Sep 2023, valid until Aug 2026
- **Microsoft Certified: Azure Fundamentals** — Issued 2022
- **Microsoft Certified: Azure Data Fundamentals** — Issued Jun 2022