

NIKHIL JAMES

DevOps Engineer | ERP Systems | Automation & Cloud Infrastructure

nikjames12@gmail.com | Cypress, TX | U.S. Navy Veteran

DevOps Engineer with **7+ years of experience** supporting large-scale ERP systems across manufacturing, supply chain, logistics, construction, and distribution. **Deep expertise in CI/CD, infrastructure automation, and collaborative software development.** Strong communicator and problem-solver who thrives in fast-paced, cross-functional environments.

SKILLS

DevOps & Cloud	Docker, Kubernetes, Terraform, CloudFormation, OpenShift, Azure Services, AWS, REST API
Oracle Cloud	OCI, Oracle Integration Cloud (OIC), ATP, APEX, OTBI, Oracle Fusion
Scripting & Automation	Python, Bash/KSH, Groovy, SQL, Unix (AIX), Linux (RHEL, Ubuntu, Fedora, Arch)
CI/CD & Tools	Jenkins, GitHub Actions, Git, Azure DevOps, Jira, ServiceNow, Cherwell, Confluence, Release Management
Monitoring & Integration	CloudWatch, Dynatrace, MuleSoft, Postman
Database & Query	MySQL, IBM Database
Frontend & Backend	HTML, CSS, JavaScript, Informix-4GL, Java
Project Support	Project Management, MS Teams

EXPERIENCE

Ascend SC (Sumitomo Corporation) – DevOps Engineer

Houston, TX | 2026 – Present

- Design and maintain CI/CD pipelines using GitHub Actions, contributing to a reduction in manual deployment tasks by approximately 80%.
- Own the company's first Oracle Cloud deployment function from the ground up, leading end-to-end releases of Oracle Integration Cloud (OIC) integrations, ATP database updates, APEX applications, OTBI reports, and Groovy scripts, plus patching across Oracle Fusion environments, using self-built GitHub Actions automation.
- Support deployment and optimization of containerized workloads across Kubernetes/OpenShift environments handling multiple application deployments.
- Assist in managing cloud infrastructure across AWS and Oracle Cloud environments, supporting secure and scalable operations.
- Implement Infrastructure as Code (IaC) solutions using Terraform and CloudFormation to improve provisioning consistency and reduce setup time.
- Contribute to MuleSoft integration platform support and deployment automation initiatives across enterprise environments.

- Monitor and troubleshoot cloud-native systems using CloudWatch and Dynatrace, helping maintain high system availability and operational stability.
- Collaborate with cross-functional teams to improve deployment reliability, release efficiency, and incident response processes.
- Develop and maintain operational documentation, runbooks, and support procedures to streamline onboarding and production support activities.

Builders FirstSource – DevOps Engineer

Dallas, TX | Jan 2021 – 2026

- Supported version control and dependency management using Git, assisting with branching, merging, and dependency updates for 3 active repositories. Contributed to improving code consistency and reducing minor merge issues by 10% during early SAP-related modernization efforts.
 - Assisted in migrating repositories from Subversion and Atlassian platforms to Git and Azure DevOps as part of the company's transition toward SAP integration. Supported setup for repositories, verified pipeline builds, and helped streamline version control processes that shortened deployment prep time by 15%.
 - Automated deployment and testing using Jenkins, reducing compile and deployment time by 35%, enabling software packaging and deploying into production rollout patches that resolved 800+ high-priority Jira tickets across 650+ releases and improved ticket closure efficiency by 20%.
 - Automated routine tasks with Bash, saving 10 hours weekly for the DevOps team by developing a custom cksum-based verification script that eliminated the need for manual host logins to perform repetitive checks across 10 servers.
 - Trained 5+ Senior, Manager, and Director level members on our Deployment processes, resulting in a 33% efficiency improvement and shared responsibility across 2 teams.
 - Automated regression testing with Postman-based API test suite, cutting overall testing time by 15% and reducing post-release bug fixes by 10%.
 - Led release presentations and drove cross-functional collaboration with QA, BAs, and stakeholders, leveraging MS Teams, ServiceNow, Jira, and Confluence to align priorities and ensure smooth releases.
 - Maintained 100% stability and version control of the code repository (Apache Subversion) by implementing SVN branching, reducing merge conflicts by 25%, accelerating release turnaround by 20%, and improving cross-team collaboration for 15+ developers in an Agile environment.
 - Led after-hours production issue triage in partnership with DBAs, NOC, QA, and field users, ensuring 100% uptime for business-critical systems.
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Builders FirstSource – Software Engineer

Dallas, TX | Oct 2018 – Jan 2021

- Designed and developed an internal documentation website (HTML, CSS, JavaScript, jQuery, Bootstrap, IBM database), reducing resource search time by 40% and improving efficiency for 50+ cross-functional team members across Software Development, QA, and BAs.
 - Resolved 10+ critical bugs using Informix 4GL and SQL, reducing system errors which saved the company in operational costs.
 - Rebuilt a legacy general ledger report using Genero to replace outdated green-screen output, streamlining financial data access for managers and enhancing readability.
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EDUCATION

Grand Canyon University Jan 2018 Bachelor of Science in Business Management