Jagdeep Singh

Cloud & DevOps Engineer | IT Infrastructure | Product Builder

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Cloud and IT infrastructure specialist with 9+ years of experience across AWS, Azure, GCP, enterprise identity, endpoint management, networking and automation. Combines hands-on IT operations with software engineering, building tools for account lifecycle automation, maintenance workflows, server management and offline-first desktop productivity. Currently co-building Chaloo – Let's Ride, a carpooling marketplace for India.

CORE SKILLS

Cloud & Systems: AWS, Azure, GCP, Linux, Windows Server, Docker, VMware
Identity & Automation: Microsoft 365, Entra ID, Active Directory, Exchange Online, Microsoft Graph, PowerShell, Bash
Networking & Security: DNS, DHCP, VLANs, VPN, firewalls, Sophos, Cloudflare Tunnel, Tailscale
Development: Flutter, Node.js, Fastify, PostgreSQL/PostGIS, Python, Rust, Tauri, React, TypeScript
Operations: Intune, Meraki MDM, NAS/backup, monitoring, CI/CD, audit logging, endpoint support

PROFESSIONAL EXPERIENCE

Co-Founder | Chaloo – Let's Ride | Oct 2026 – Present

- **Product & Mobile Engineering:** Co-building a carpooling marketplace that connects drivers and passengers travelling in the same direction to share trip costs. Developed the Flutter app and helped take the product from a hosted Supabase implementation toward a self-managed backend.
- **Backend & Infrastructure:** Built a self-hosted backend using PostgreSQL/PostGIS, Node.js and Fastify, containerized with Docker. Implemented authentication flows, WebSocket-based real-time updates, Firebase Cloud Messaging push notifications and scheduled ride reminders.
- **Security & Reliability:** Preserved the existing database row-level security rules during backend migration, running requests with the caller's database role. Added automated end-to-end smoke tests and security checks before changes; validated Google/Apple sign-in and push notifications in the TestFlight beta.

IT Analyst | Revelstoke Mountain Resort, BC | Nov 2023 - Oct 2026

- **Identity & Microsoft 365:** Administered Active Directory, Microsoft Entra ID, Microsoft 365 and Exchange Online for resort operations, supporting account access, licensing, MFA and security controls.
- **Onboarding & Offboarding Automation:** Built PowerShell and Microsoft Graph workflows for identity lifecycle tasks, including bulk guest invitations, auditing and offboarding. Created a browser-based onboarding utility that converts hiring-form responses into Active Directory account setup, with a dry-run step before changes are applied.
- **Maintenance Time-Logging Utility:** Replaced spreadsheet-based maintenance logs, parts requests and supplier records with an internal web app. Added phone-friendly job logging, start/end times, approval workflows, vendor directory, reporting, CSV export, historical data import and backups; packaged it as a Windows service for offline use on the resort network.
- **Endpoint & Network Operations:** Managed Intune, Meraki MDM and Sophos; standardized printer deployment through Group Policy and Intune; maintained multi-site networking, VLAN segmentation, firewall policies, NAS storage and backups.
- **Technical Support:** Troubleshot enterprise hardware and software, including PAX payment terminals and serial/EMV logs, supporting continuity of point-of-sale operations.

Cloud Administrator | Spice Money Limited, India | Apr 2017 – Nov 2023

- **Cloud Architecture & Migration:** Implemented secure AWS–GCP VPC peering and migrated server workloads between cloud platforms with no data loss. Improved performance and managed costs through resource right-sizing.
- **Identity & Core Infrastructure:** Maintained Active Directory authentication for 500+ users, automated user lifecycle tasks with PowerShell, deployed primary and backup AD servers, and hardened enterprise DNS.
- **Virtualization & Security:** Managed Azure infrastructure for business-critical systems and VMware VM migrations across hosts and data centres. Contributed to ISO-aligned cloud security compliance and deployed Cloudflare edge protection/CDN.
- **Career Progression:** Progressed from helpdesk support into cloud administration, taking on increasing ownership of infrastructure and automation.

SELECTED PROJECTS

MyBit Cloud | mybit.ca: Personal self-hosted cloud and server-management platform for three Linux servers, with service metrics, alerts, backups, a custom browser-based SSH terminal and database console. Built with Node.js, nginx, oauth2-proxy and systemd.

DeskLab | getdesklab.com: Family of four open-source, offline-first desktop apps: DeskFolio (PDF editing and signing), DeskZero (file organization and search), DeskMedic (Windows diagnostics and guided fixes) and DeskShot (screenshots, annotation and sensitive-data redaction). Built with Rust, Tauri, React and TypeScript, with GitHub Actions release pipelines.

Selected Web & Infrastructure Work: Built and deployed small-business websites and web experiences, and operate self-hosted Linux services with Docker, databases, monitoring, backups and secure remote access.

EDUCATION

B.Tech, Computer Science | Punjab Technical University, India | 2012 – 2016