

Detailed-oriented and accomplished professional with substantial experience in ensuring continuous reliability and optimal performance of critical systems through proactive automation and real-time monitoring.

Qualifications Summary

- Dedicated and highly skilled Site Reliability Engineer (SRE) with strong foundation in system administration, programming, and cloud computing.
- Proficient in automating tasks, implementing Infrastructure as Code (IaC), and ensuring reliability and performance of software systems.
- Experienced in containerisation, orchestration, and monitoring with keen focus on security and incident response.
- Adept at collaborating with cross-functional teams and leveraging strong problem-solving abilities to diagnose and resolve complex issues.
- Well-versed in distributed systems, networking, and security standards, as well as delivering consistent results in high-pressure environments.
- Committed to continuous improvement and staying updated with latest industry trends, as well as willing to embrace on-call responsibilities to maintain system reliability 24/7.

Areas of Expertise

Cloud Computing | System Administration & Configuration | Security & Networking | Programming & Scripting | Application Lift-and-Shift | Containerisation & Orchestration | Observability | Incident Management | Communication & Collaboration |

Career Experience

Virtasant | Fully Remote, TX
Site Reliability Engineer

Jun 2022 – Dec 2022

Engaged in client-facing roles, fostering strong relationships and delivering exceptional service. Maintained optimal uptime and performance of applications to meet stringent SLA standards. Collaborated with security compliance teams to swiftly remediate identified vulnerabilities, enhancing system security. Orchestrated seamless execution of scheduled batch jobs, ensuring uninterrupted operations.

- Executed ad hoc DevOps tasks, contributing to agility and efficiency of development process.
- Delivered hands-on cloud computing services, optimising infrastructure and scalability.
- Provided on-demand availability during weekend application upgrades, ensuring smooth transition and minimal disruption.

Crossover for Work | Fully Remote, TX
Sr. Cloud Operations Engineer

Aug 2018 – Jun 2022

Aligned effectively with various applications/product teams, fostering synergy and efficient operations. Addressed challenging system change requests from the business, enhancing system agility. Managed robust communications protocols during system outages to maintain transparency and stakeholder engagement. Elevated system stability and implemented improvements bolstering overall performance. Offered adept cloud operations support, contributing to rotating on-call schedule as an integral part of global SaaS operations team. Configured and harnessed infrastructure monitoring tools, swiftly responding to monitoring alerts. Responded to system outages and monitoring alerts, as well as minimised downtime and preserving service levels.

- Executed seamless lift-and-shift of SaaS applications from on-premises and other cloud providers to AWS, optimising performance and scalability.
- Delivered hands-on cloud computing services and oversaw extensive SaaS infrastructure with precision.
- Operated as pivotal member of round-the-clock, 24x7 support team, assuring uninterrupted performance of cloud-based applications.
- Analysed cloud systems issues and provided strategic recommendations for long-term solutions, including enhanced monitoring and automation.
- Employed change requests that directly impacted production systems to serve diverse portfolio of software products.

Calance | Hybrid, IN
Solutions Architect

May 2016 – Aug 2018

Lead creation of roadmap definitions for project implementations in order to ensure successful execution and expertly managed post-implementation escalation support. Pioneered automation initiatives for recurring tasks, streamlining operations and bolstering productivity. Mentored and empowered services engineering and operations team, fostering skill development and excellence.

- Formulated compelling responses to RFPs, meticulously prepared proposals, and authored Technical Requirement Documents (TRDs) to secure clients.
- Conducted insightful Proof of Concepts (POCs) on emerging technologies and delivered impactful demos, showcasing cutting-edge solutions.
- Designed, executed, and upheld robust solutions utilising AWS Services, enhancing infrastructure efficiency.
- Implemented Hyperconverged Infrastructure, optimising system performance and scalability.
- Innovated IT infrastructure solutions for clients and addressed unique needs and objectives.

Education

Master of Business Administration in IT and Network Management

ISBM Institute Distance Learning, IN

Diploma in Electronics

YMCA Institute of Engineering Faridabad, IN

Licenses & Certifications

Certified Kubernetes Administrator (CKA)

AWS Certified Solutions Architect – Associate

TOGAF 9 ® Certified

Technical Proficiencies

Amazon Web Services, GCP, Azure, DigitalOcean, Kubernetes, Docker, Git, Python, Golang, JavaScript, Prometheus, Grafana, Datadog, Bash, PowerShell, Networking and Internet Protocols, MySQL, PostgreSQL, MSSQL, Web Services and API, Pulumi, Ansible, Terraform, Jenkins, GitHub Actions, Spinnaker, Microsoft Active Directory, VMware.