SAITEJA KOTTAPALLY

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SUMMARY — Experienced Site Reliability Engineer with a strong background in cloud infrastructure, DevOps automation, and full-stack observability. Proficient in AWS, Azure, Kubernetes, Docker, and GitOps tools like Helm and FluxCD. Skilled in building robust CI/CD pipelines using Jenkins, GitLab, and Azure DevOps. Expertise in scripting with Python and Bash for automating deployments and infrastructure. Hands-on experience with APM and monitoring tools including New Relic, Dynatrace, Prometheus, Grafana, and the ELK stack. Solid understanding of networking, DNS, TLS, and Cloudflare security. Proven track record in incident management, root cause analysis, and on-call operations for highly available, distributed microservices.

TECHNICAL COMPETENCIES

DevOps	Amazon AWS, Azure, Docker, Jenkins, Kubernetes, Terraform, ArgoCD, DevOps Practices, Bash Scripting
Containers	Docker, Kubernetes
Infrastructure as Code	Terraform, Ansible, CloudFormation
CI/CD Tools	Jenkins, GitLab CI, Azure DevOps, Jenkins Pipelines, CodeDeploy
Monitoring & Logging	New Relic, Dynatrace, Prometheus, Grafana, ELK Stack (Elasticsearch, Logstash, Kibana), Azure Monitor, Splunk, DataDog
Version Control	Git, GitHub, GitLab
Cloud Platforms	AWS (EKS, EC2, S3), Azure (AKS), Google Cloud Platform, Heroku
Adobe Commerce	Adobe Cloud, Magento2
Programming & Scripting	Python, Bash, Shell Scripting, Django, JavaScript, React
Web & UI Technologies	HTML5, CSS
Databases	MySQL, MariaDB, Redis, MongoDB, DynamoDB, Deadlock Resolution
Networking & DNS	Route53, TCP/IP, DNS, Subnetting, Load Balancers, TLS/SSL
Security	Cloudflare WAF, VPN, TLS/SSL, API Security, Security Incident Management
CDN	Cloudflare
Collaboration & Ticketing	JIRA, Confluence, HALO ITSM, BMC ,Slack
Microservices & GitOps	Helm, FluxCD
Operating Systems	Linux (Ubuntu, CentOS), Windows
QA/Automation	Postman, Workato, JavaScript Automation
APM & Observability	New Relic, Dynatrace, Azure App Insights, ELK, Prometheus, Grafana

EXPERIENCE

GlobalLogic   **August 2024 – Present**

Site Reliability Engineer

- Managing production-grade infrastructure on **Azure Kubernetes Service (AKS)** using **Helm**, **Terraform**, and **FluxCD**-driven GitOps workflows for secure, scalable microservices deployments.
- Designed and maintained CI/CD pipelines in **GitLab**, enabling automated container builds, Helm chart packaging, and environment-specific deployments via GitOps.
- Integrated **JFrog Artifactory** for artifact storage and versioned Helm repositories, streamlining software delivery pipelines.
- Automated API onboarding, validation, and contract testing for telecom partners using **Postman**, **Bash scripts**, and **Rosetta APIs**, ensuring rapid and reliable integration.
- Implemented secure ingress traffic routing using **Cloudflare DNS**, SSL termination, and AKS **Ingress controllers**, improving app accessibility and protection.
- Developed and maintained Infrastructure-as-Code (IaC) templates with **Terraform** to provision cloud resources, including AKS clusters, VMs, networking, and storage.
- Managed Helm-based service configurations for consistent release management, rollbacks, and environment-specific overrides.
- Conducted incident management, root cause analysis (RCA), and participated in 24/7 on-call rotations to ensure high system availability.
- Collaborated with teams to define SLOs and implement custom alerting via **Prometheus, Grafana, and ELK** stack to monitor platform health and performance.
- Authored reusable automation scripts in **Bash** to handle deployment tasks, backups, and health checks, reducing manual overhead.

Tech Mahindra   **May 2024 – August**
Site Reliability Engineer

- Delivered high-quality Infrastructure as Code (IaC) solutions using **Terraform** and **Ansible** across a multi-cloud environment, focusing on AWS.
- Built and managed CI/CD pipelines using **Jenkins** to automate provisioning and **deployments** processes, reducing deployment times
- **Troubleshoot** and resolved complex issues in development, test, and production environments, improving system stability and performance.
- Communicated status updates and risks to stakeholders, ensuring transparency and effective risk management and ensure **SLAs** and **KPIs** are consistently met and maintained.
- Ensure 24/7/365 service and infrastructure operations support with continuous optimizations.

Lotuswave Software Solutions   **April 2021 – May 2024**
DevOps/SRE Engineer

- Managed workloads in **AWS**, ensuring high availability, disaster recovery, and platform resiliency.
- Built and maintained CI/CD pipelines using Jenkins and Docker, streamlining **deployments** and release management.
- Implemented **observability, APM, monitoring, and alerting** with New Relic and Dynatrace to enhance system reliability.
- Automated routine tasks with **Python** scripts, reducing manual effort and improving system efficiency.
- Configured **Cloudflare** for WAF, **DDoS** protection, and DNS optimization, reducing latency by **30%**.
- Administered Linux systems, applied security best practices, and performed vulnerability assessments.
- Hands-on experience in **MySQL** and **Redis** administration, ensuring secure and optimized operations.
- Conducted **RCAs**, defined CI/CD roadmaps, and implemented security controls across infrastructure layers.
- Proficient in troubleshooting network issues (**TCP/IP, routing, DNS, NFS**) and resolving performance bottlenecks.
- Created proactive alerts and dashboards in monitoring tools, minimizing downtime and improving visibility.
- Designed HA architectures achieving **99.99%** uptime; led **performance testing** and **capacity planning**.
- Managed scalable proxy infrastructure with **Nginx**, including **load balancing**, SSL termination, and **caching**.

EDUCATION

Jawaharlal Nehru Technological University
Bachelor of Technology, Electronics and communication, 7.5 CGPA
Graduated: 2017-2021
Kendriya Vidyalaya Sangathan, Waranagal
Senior secondary Education, MPC computer science (+2), CBSE, 7.0 CGPA
Year: 2015-2017

PERSONAL PROJECTS

- **DeVops Automation QA-Portal**
  Developed QA portal, an internal website for QA teams using Python, Shell, Jenkins, Ansible. It automates functional/regression testing on target websites.
  Technologies: Python, Shell, Jenkins, Ansible, DevOps
  Links: https://github.com/lotuswave/qaporta

- **DevOps Payment Integration**
  Built a payment gateway microservice using Docker, JavaScript, AWS, Jenkins, and Ansible, designed for online UPI transactions.
  Technologies: Docker, JavaScript, AWS, Jenkins, Ansible, Microservices
  Links: https://github.com/1919teja/nodejs-api-dockerization-paytm

- **AI Based Assistant System for Blind**
  MHRD Smart India Hackathon finalist
  AI-powered assistant using Python and voice-enabled bot with smart cameras, acting as a self-learning companion for visually impaired users.
  Technologies: Python, AI, Voice Assistant
  Links: https://www.youtube.com/watch?v=Rcc5g07ppsI

- **Quantum Computing - 8 Bit Qubit Simulated Chip**
  JNTU, Hyderabad
  Designed a quantum processor prototype simulating multiple quantum algorithms using IBM Quantum.
  Technologies: Quantum Computing, IBM Quantum, Algorithm Simulation