Ankit Agrawal

Site Reliability Engineer (4.5 years exp)

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JOB SKILLS

- Deployed **alerting** systems, **Splunk, AppDynamics** monitoring. **JIRA** Confluence framework, and **Azure VSTS**, delivering effective **solutions** and presentations to stakeholders and clients.
- Collaborated with cross-functional teams to enhance software **operability**, reducing critical bugs in **production** environment and maintaining **100% SLA** for PROB tickets.
- Led application **deployments**, migrations and **monitoring** across the full tech stack.
- Expert in building and maintain **automation** synthetic script for Application Monitoring.
- Created multiple **Splunk Dashboards** to monitor the Applications health.
- Managed major **incident** response workflows, mitigation issues affecting **EC2** and contributing to a **25%** improvement in system-wide mean time to recovery (**MTTR**).
- Experience in deployment infrastructure using Terraform in **AWS.**
- Experience **Jenkins pipeline** jobs and configuring its automation.
- Expert in **cloud** technology management, including **containerization** with **AWS.**
- **Experience in Azure** VSTS for **pipeline** automation and performed **AMI refresh**.
- Proficient in supporting **AWS** cloud infrastructure, including EC2, **EKS**, **Route53**, **CW** alarms, ensuring high **reliability**, minimal downtime and improvement in **server** functionality.

TECHNICAL SKILLS

Cloud	AWS, Azure VSTS
DevOps Tools	Terraform, Kubernetes, Docker, Jenkins, Git, GitHUB
Operating System	Linux, Windows
Monitoring Tools	Splunk, App-Dynamics, Sumo-Logics, SEQ
Data Analytical Tools	Adobe Analytics
DBMS	MySQL
Languages	Java, Shell Script
Operational	Agile, SLA/SLO, SDLC, Performance Evaluation
Task management	ITIL, ITSM, Assyst, JIRA, ServiceNow

EXPERIENCE
Jan 2020 – Present

Site Reliability Engineer
Tata Consultancy Services, Bengaluru, India.

- Implemented **monitoring** solutions, reducing **severity-3** and **severity-4** incidents.
- Achieved **100%** uptime for an internal **tool** and performed monthly **AMI** refreshes.
- Proficient in **Adobe, Splunk** dashboards for **functionality**.
- Automated routine application **health** checks, **reducing** manual **workloads.**
- Participated in **on-call** rotation and handled critical **system** outages, enabling performance **tuning** and improving **response** times for critical applications.
- Mentored a team of **10** junior SREs in automation tools, **Splunk**, **Adobe**, JIRA Confluence, **Assyst**, and operational **handovers**, increasing team productivity.
- Developed a comprehensive **Disaster Recovery** plan, reducing recovery time objectives (**RTOs**) by **50%** through **automated** backup solutions.
- Led the **migration** of **200+** APIs from **EC2** to **EKS**, improving **resource** utilization by **35%** and developing health check **metrics** for effective system uptime.
- Proactive identification of **production** issues and Root Cause Analysis (**RCA**) in collaboration with **Dev** team to fix issues and **documenting** the details.

Achievements

- Resolved a production issue affecting customers through **collaboration** and extensive **data analysis**, mitigating future **risks.**
- Reduced **JIRA production** issue tickets by **60%**, meeting **93%** of **yearly SLO** metrics.
- Facilitated compliance and **remediation** activities and conducted RCA analysis, decreasing **vulnerability** risk and achieving **100% SLA** compliance.
- Mitigated risks identified from **EKS nodes** health **monitoring** reports.
- Improved team **efficiency** by **15%** through the adoption of **ITIL** Agile methodologies.
- Increased **service** uptime to **25%** by **effective** management of **performance** dashboards.

EDUCATION

June 2015 – May 2019   • Bachelor of Engineering   IEC College of Engineering and Technology, Noida.

LANGUAGES   • English: Professional

ORGANIZATIONAL SKILLS

- Update **top management** and **coordinate** with team members.
- Collaborate on **cross-functional** training and **knowledge sharing**.
- Exhibit **confident**, articulate, and **professional** speaking abilities with **diverse** teams.
- Demonstrate empathetic **listening**, influence, and **delegation** skills.
- Lead and manage **relationships** with cross-functional stake holders.