

Afshin Shaikh

Site Reliability Engineer | Devops Technical Lead

afshinshaikh.cloud@gmail.com | +91- 8668577179 | www.linkedin.com/in/afshin-shaikh-sre

PROFESSIONAL SUMMARY

Results-driven Site Reliability Engineer with 5 years of experience in leading SRE initiatives to enhance system stability, scalability, and performance. Proven expertise in automating deployment processes, implementing self-healing mechanisms, and developing comprehensive monitoring strategies. Adept at driving SRE transformations, managing Kubernetes environments, and mitigating security vulnerabilities to ensure high availability and reliability of critical infrastructure. Proficient in leveraging tools like ArgoCD, Karpenter, Victoria Metrics, Terraform, and Kubernetes to lead infrastructure upgrades and optimize resource allocation.

SKILLS

Site Reliability: Incident Management, Monitoring Systems, On-call Expertise, Service Level Objectives (SLOs)

Cloud Platforms and Tools: AWS, Microsoft Azure, Karpenter, Helm, Vault, Istio.

Programming & Scripting: Python, Go, Bash

Monitoring & Logging: Prometheus, Grafana, Victoria Metrics, ELK Stack, Datadog, Splunk.

Automation, Orchestration & CI/CD: Kubernetes, Docker, Terraform, Jenkins, ArgoCD, Spinnaker

PROFESSIONAL EXPERIENCE

Persistent Systems Ltd.

February 2020 - Present

Technical Lead

- **Managed and Upgraded EKS Clusters:** Successfully managed Kubernetes EKS clusters, ensuring 99.99% uptime while leading seamless upgrades with zero downtime.
- **99.99% Service Uptime:** Consistently ensure high availability of critical applications by implementing robust monitoring, failover, and incident response strategies.
- **Optimized Resource Allocation:** Deployed Karpenter to optimize cluster resource usage, achieving a 30% reduction in cloud infrastructure costs.
- **Enhanced Deployment Processes:** Streamlined continuous deployment using ArgoCD, resulting in a 50% decrease in deployment times and increased release frequency.
- **Advanced Monitoring and Alerting:** Set up Datadog and ELK for comprehensive monitoring and logging, improving incident detection and reducing response time by 40%.
- **Onboarded New Services:** Collaborated closely with development teams for onboarding of 15+ new services into production environments, ensuring smooth integration with existing infrastructure and maintaining 99.99% service uptime.
- **Automated AMI Rollouts Using Atlantis:** Successfully rolled out AMI updates with zero downtime across multiple environments, reducing deployment time by 50%.
- **Led Post-Mortem Analysis:** Played a pivotal role in conducting over 5 post-mortem analyses for critical incidents, identifying root causes and documenting actionable insights.
- **Istio Service Mesh Upgrades:** Implemented Istio upgrades across multiple environments, improving microservices security and reducing latency by 20%.

- **Defined and Implemented SLIs/SLOs:** Established and tracked key Service Level Indicators (SLIs) and Service Level Objectives (SLOs) for 7 critical services, ensuring alignment with business goals and customer expectations.
- **Improved MTTR by 30%:** Streamlined incident management processes, resulting in quicker recovery times and reduced impact on end users.
- **Improved Monitoring Efficiency by 60%:** Deployed VictoriaMetrics for high-performance metrics collection and storage, enhancing system observability and reducing the time to identify and resolve issues.
- **Provisioned HashiCorp Vault for Secure Secrets Management:** Led the deployment and configuration of HashiCorp Vault, managing secure secrets and sensitive data for 100+ applications across multiple environments.
- **Security and CVE Remediation:** Led the remediation of critical CVEs, reducing vulnerability exposure time by 40% and ensuring compliance with security standards.

CloudAge

May 2015 - Jan 2020

Big Data Admin

- **Managed Large-Scale Hadoop Clusters:** Administered and optimized Hadoop clusters with over 200 nodes, ensuring 99.95% uptime and efficient resource allocation.
- **Data Pipeline Management:** Orchestrated and maintained data pipelines using Apache NiFi and Kafka, leading to a 30% reduction in data processing times.
- **Cluster Performance Tuning:** Implemented performance tuning measures for Hadoop, Hive, and Spark clusters, resulting in a 40% improvement in query response times and a 25% reduction in resource utilization.
- **Security and Compliance:** Managed and enforced security policies using Ranger and Kerberos, achieving compliance with industry standards and reducing unauthorized access incidents by 50%.
- **Backup and Disaster Recovery:** Designed and implemented backup strategies and disaster recovery plans, ensuring data integrity and reducing recovery time objectives (RTO) by 60%.
- **Monitoring and Logging:** Deployed and configured monitoring tools like Grafana and Prometheus, improving system observability and reducing incident response times by 35%.
- **Automated repetitive tasks:** Automated routine maintenance tasks through Bash scripting, saving approximately 10 hours per week and enhancing team efficiency.

EDUCATION

B.C.A, Pune University, 2015

AWARDS

- Received Star Employee Award in March 2019.
- Received High five Individual Award in September 2022.
- Earned Bravo Individual Award in January 2024.