

Vijay Thandra

Professional Summary

- Proactive and solution-oriented Senior Site Reliability Engineer with over 5 years of experience designing, automating, and supporting cloud-native infrastructure in dynamic, high-velocity DevOps environments leveraging deep expertise in AWS, Kubernetes, and CI/CD to drive system resiliency, performance, and operational excellence.
- Achieved 99.98% system uptime and reduced MTTR by 40% by applying resilient design principles, observability, and proactive automation.
- Deep expertise in AWS (EC2, VPC, RDS, Lambda, Route 53) and containerized orchestration using Kubernetes (EKS) and Docker across multi-region deployments.
- Built and maintained automated CI/CD pipelines with Jenkins, Argo CD, and GitHub Actions, ensuring reliable and repeatable software delivery.
- Streamlined infrastructure provisioning with Terraform, Ansible, Python, and Boto3, increasing deployment consistency and reducing manual intervention.
- Developed real-time observability stacks using Prometheus, Grafana, Datadog, Splunk, and alerting systems like PagerDuty and CloudWatch to ensure rapid incident response.
- Participated actively in incident response, root cause analysis, and Agile retrospectives to drive reliability, reduce toil, and enhance operational practices.
- Collaborated across engineering, infrastructure, and operations teams to align SRE goals with business priorities and promote a culture of continuous improvement.

Senior Site Reliability Engineer / *Cloud bees Pvt Ltd* | Aug 2024 – Jan 2025

Project: Jenkins-as-a-Service (JAAS)

- Managed Cloud Bees Jenkins-as-a-Service (JAAS) environments to provide scalable, reliable CI/CD platforms supporting multi-team pipelines.
- Integrated Jenkins with Kubernetes (EKS) and Docker for seamless, containerized application deployment and environment portability.
- Automated Jenkins infrastructure provisioning using Terraform and Ansible and enforced RBAC and credential hygiene to ensure secure, compliant CI/CD workflows.
- Monitored system health and performance with Datadog dashboards and alerting via CloudWatch and PagerDuty, enabling 24/7 uptime and proactive incident response.
- Applied SRE best practices such as fault tolerance, DR planning, and multi-region redundancy to consistently meet RTO/RPO targets and ensure service continuity.
- Collaborated cross-functionally to resolve bottlenecks, execute rollbacks, and restore services—contributing to a sustained 99.98% uptime across critical Jenkins workloads.

Site Reliability Engineer | UNIFY INFOTECH Pvt Ltd | JAN 2020 –JULY 2024

Project: NATIONAL AUSTRALIA BANK- Australia, Brisbane

- Provided L2 and L3 support for Pega applications by troubleshooting incidents logged in ServiceNow, ensuring timely resolution and service continuity.
- Implemented fixes and workarounds for Pega workflows, integrations, and configurations to maintain business process stability.
- Collaborated with Agile teams during sprints to resolve Pega-related backlog items and enhance application functionality.
- Monitored system logs and metrics via Splunk and AWS CloudWatch to proactively detect and resolve performance anomalies.
- Responded to CloudWatch alerts for AWS services including EC2 and Route 53, ensuring prompt action on service disruptions and health check failures.
- Executed scheduled data loads into Oracle databases using scripts and Pega tools, while monitoring and optimizing SQL query performance.
- Managed Jenkins CI/CD pipelines to support consistent deployments and quickly resolved build or release failures.
- Maintained AWS EC2 instances by performing regular patching, system updates, and implementing security hardening practices.
- Configured and managed Route 53 DNS settings to ensure optimal traffic routing and application availability.
- Conducted thorough end-of shift handovers, documenting active issues, pending actions, and unresolved alerts for seamless team continuity.

Education

B. Tech in Electronics and Communication Engineering, Jawaharlal Nehru Technological University, Hyderabad – May 2016

Key Skills

- CI/CD & Automation: Jenkins, Argo CD, GitHub Actions, AWS Lambda
- Scripting & Automation: Python, Bash, Ansible, Boto3
- Containers & Orchestration: Docker, Kubernetes (EKS)
- Monitoring & Logging: Prometheus, Grafana, Datadog, Splunk, CloudWatch
- Networking & DNS: Route 53, Load Balancing, VPC Peering
- Databases: MySQL, MongoDB, SQL Server
- Operating Systems: Linux (Ubuntu, RHEL, CentOS)
- Version Control: Git, GitHub
- Infrastructure as Code: Terraform, Pulumi