

Dhivakaran T

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PROFESSIONAL SUMMARY

Results-oriented Senior Engineering Operations professional with 5+ years of experience in Cloud Infrastructure and NOC management. Proven expertise in designing scalable AWS environments, optimizing Cloud Infrastructure, and automating workflows with N8n. Adept at minimizing downtime through proactive observability (Prometheus, Grafana, Opsgenie) and leading critical incident response. Committed to delivering high-availability infrastructure and operational efficiency for SaaS and Telecommunications platforms.

CORE SKILLS

- **Cloud Platforms:** AWS (VPC, EC2, S3, Route 53, CloudWatch, IAM, Auto Scaling, ELB)
- **Operating Systems:** Linux (CentOS), Windows Server
- **Containerization & IaC:** Docker, Kubernetes, Terraform
- **CI/CD & DevOps:** Jenkins, GitLab CI/CD, GitHub Actions
- **Monitoring & Logging:** Prometheus, Grafana, Nagios, Opsgenie, LogicMonitor, Wavefront
- **Automation:** Bash, N8n (Workflow Automation)
- **Ticketing & Documentation:** Jira, Zendesk, Confluence

PROFESSIONAL EXPERIENCE

Senior Engineering Operations

04/2024 – Present

COMCAST | Chennai, India

- Ensure broadcast reliability, integrity, and availability of Comcast's Linear Media services and national distribution platforms.
- Lead cross-functional war room operations during critical outages, overseeing Root Cause Analysis (RCA) and coordinating with engineering, NOC, and executive stakeholders.
- Manage and optimize large-scale AWS cloud infrastructure, ensuring high availability and security for critical business applications.
- Monitor production systems using Opsgenie and Nagios, actively identifying anomalies to maintain broadcast quality and system uptime.
- Orchestrate incident lifecycle management using Zendesk and Jira, ensuring strict adherence to SLAs and compliance requirements.
- Collaborate with cross-functional teams to maintain CI/CD pipelines (Jenkins/GitLab), ensuring seamless deployment of updates.
- Train junior engineers on incident management best practices and broadcast operations, fostering a high-performance culture.
- Develop and maintain Standard Operating Procedures (SOPs) and runbooks to standardize operational workflows.

Senior NOC Engineer

10/2023 – 04/2024

FRESHWORKS | Chennai, India

- Led 24/7 Network Operations Center (NOC) activities, serving as the primary escalation point for critical infrastructure incidents.
- Deployed and managed Infrastructure as Code (IaC) using Terraform to provision AWS resources (EC2, VPC, S3) reliably.

- Designed and implemented automated workflow solutions using N8n to streamline operational tasks and reduce manual intervention.
- Enhanced system reliability by configuring advanced alerts and dashboards in CloudWatch and Grafana.
- Collaborated with development teams to containerize applications using Docker and orchestrate them via Kubernetes.
- Implemented security best practices within AWS IAM and security groups to ensure data integrity and compliance.

NOC Engineer

03/2022 – 09/2023

FRESHWORKS | Chennai, India

- Monitored server and network infrastructure health using Nagios, ensuring 99.9% uptime adherence.
- Handled L1/L2 incident troubleshooting for Linux-based servers (Centos) and escalated complex issues to appropriate engineering teams.
- Documented root cause analysis (RCA) and operational procedures to build a comprehensive knowledge base.

Cloud System Engineer Kareo Project

09/2019 – 02/2022

COGNISIVE IT SERVICES | Coimbatore, India

- Managed AWS resources including EC2, VPC, S3, and AMI, overseeing Compute, Network, Storage, and Identity configurations.
- Architected high-availability environments using AWS Auto Scaling and Elastic Load Balancing (ELB).
- Administered VMware vCenter environments, managing virtual machine lifecycles and resource allocation.
- Ensured system availability and event handling using monitoring tools such as LogicMonitor, Opsgenie, and Wavefront.
- Executed monthly patching cycles for both Linux and Windows environments across DEV, TEST, PREPROD, and PROD servers.
- Resolved complex load balancing issues and verified VM server services during deployments.
- Delivered daily NetOps Stand-up reports and managed documentation via Atlassian Confluence.

Intern (L1 Monitoring)

05/2019 – 08/2019

COGNISIVE IT SERVICES | Coimbatore, India

- Performed continuous monitoring of IT infrastructure, identifying potential issues and generating daily performance reports.
- Gained foundational experience in cloud technologies and Linux operating system commands.
- Assisted senior engineers in patch management and basic server troubleshooting.

EDUCATION

Bachelor of Engineering (B.E.) in Computer Science and Engineering

[2015 – 2019]

K.S. Rangasamy College of Technology, Affiliated to Anna University

CERTIFICATIONS

- AWS Certified Solutions Architect Associate

[15/11/2023 – 15/11/2026]