

## Jahnavi Golla

Mail Id: [jahnavigolla78@gmail.com](mailto:jahnavigolla78@gmail.com)

Ph: +91-6362821882

[LinkedIn](#) | [GitHub](#)

DevOps/SRE & Cloud Engineer

### PROFESSIONAL SUMMARY

- Having around 4 years of professional experience in **SRE, DevOps & build, release Engineering, deployment and Configuration management**.
- Developed and managed end-to-end CI/CD pipelines using **Jenkins, Git, and UCD** to automate builds, testing, and deployments.
- Experience in Working with Cloud platforms like **Amazon Web Services** and good knowledge in using various services like Amazon Web Services(AWS) EC2, VPC, EBS, S3, IAM, cloud watch, lambda, cloud build services, AWS cofig, Billing and cost management, KMS, cloud trail, EKS, ECS and ELK.
- Involved in developing AWS Solutions and Services like **IaaS** and **PaaS**.
- Excellent understanding of SDLC methodologies like **Agile**.
- Experience in writing scripts in **Shell, Bash** to automate deployments.
- Create and maintain **JIRA** tickets based on developer comments, improving issue tracking and collaboration.
- Extensive experience in using Build Automation tools like **Maven** for building of jar, war and files.
- Extensively worked on **Jenkins** for continuous integration and for end-to-end automation for all build and deployments.
- Used **ServiceNow** for change management, incident tracking, approvals and audit compliance during production and non-prod releases.
- Familiar with Infrastructure as Code (IaC) concepts using **Terraform**, including lifecycle commands, state management, remote backends (S3 + DynamoDB locking), variables, outputs, and secret management with Vault.
- Understanding of **Docker** fundamentals, including architecture, lifecycle, volumes, bind mounts, images, containers and registries.
- Aware of the advantages, **Kubernetes** architecture, including Pods, Deployments, ReplicaSets, kubelet, kube-proxy, and CCM.
- Exposure to **Splunk** for log monitoring and analysis, including log collection, create alerts, and troubleshooting across applications, servers, and deployments.

### Professional Experience:

- Working as Analyst in Accenture from Oct 2021 to till now.

### Education:

- Sri Vidyanikethan engineering college

July 2017-June 2021

### Skills:

Operating Systems	Windows, Linux
Version Control Tool	GIT, GITHUB
CI/CD	Jenkins, UCD
Build Tool	Maven
Scripting	Shell
Process	Agile (Scrum Team)
Monitoring Tools	Splunk, CloudWatch
Cloud Environment	AWS
Change/Issue Management	ServiceNow, JIRA, Rally
DevOps Tools	Git, GitHub, Maven, Jenkins, and Docker, Kubernetes, Terraform

## Work Experience:

Project : Travelers

Role: DevOps and SRE

Team Size: 24

Domain: Insurance

Description: Travelers is an USA and Canada based insurance company that takes on the risk and provides the coverage you need to protect the things that are important to people – home, car, valuables and business.

Role: DevOps Engineer

Responsibilities:

- Launching Amazon EC2 Cloud Instances using Amazon Web Services (Linux/Ubuntu) and Configuring launched instances with respect to specific applications.
- Created and managed AWS resources (EC2, S3, AMIs, VPCs, Load Balancing) and automated infrastructure via Terraform.
- Defined AWS Security Groups which acted as virtual firewalls that controlled the traffic allowed reaching one or more AWS EC2 instances.
- Orchestrated deployments across INT → UAT → MO → PROD environments with strict stakeholder approvals, ensuring smooth and error-free cutovers.
- Managed release control in JIRA by creating and maintaining Epics, Stories, Subtasks, Fix Versions, and Templates, improving traceability and release planning.
- Implemented Continuous Integration using Jenkins and GIT.
- Validated deployment packages in Jenkins (SCM checkout, Maven build/tests, code quality scans, vulnerability scans) before promoting to higher environments.
- Implement and maintain CI/CD pipelines for deploying applications across various environments using Jenkins, resulting in a 40% reduction in build and deployment times.
- Executed manual deployments using UrbanCode Deploy (UCD) for non-CI/CD apps by configuring components, servers, and packages with scheduled PROD releases.
- Maintained release documentation, versioning, and release notes across TEST to PRODUCTION environments, ensuring accuracy and audit compliance.
- Conducted environment checkouts using Minesweep after deployments across TEST to MO to PROD, validating package functionality and ensuring successful release promotion.
- Automated infrastructure provisioning using Terraform, reduction in deployment errors and speeding up environment setup.
- Deployed containerized applications by integrating UCD with Docker and Kubernetes clusters.
- Worked with product development to resolve build-related issues in all projects.
- Supported hotfix, rollback, and major Go-Live releases, collaborating with QA/onshore teams to maintain release success rate >95%.
- Ensured post-deployment sanity checks, seeking Business/QA/UAT/Signoff's for production Releases.

Role: SRE

Responsibilities:

- Provided 24/7 production support, including shifts and weekend coverage, ensuring high availability of critical systems.
- Actively participated in numerous production releases, ensuring smooth and reliable roll-outs with increasing product release efficiency by 90%.
- Monitored ServiceNow alerts, scheduled change tickets, created requests and managed tasks, ensuring timely issue resolution and smooth operations.
- Troubleshooting build/deployment failures using Splunk and logs for application related issues and implementing root cause analysis to improve release efficiency.
- Raised incidents for failed production deployments, shared incident details with support teams, and coordinated to ensure quick resolution.
- Monitoring deployment pipelines for potential issues, ensuring smooth and timely releases.

#### Certifications and accomplishments

- Pinnacle Award for Exceptional Performance at Accenture
- HashiCorp Certified: Terraform Associate
- Certified AWS Cloud Practitioner Essentials

#### Declaration

I hereby declare the information given above is correct to the best of my knowledge.

Jahnavi