

Jayakumar Sundaramoorthy

Site Reliability Engineer

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SUMMARY

Site Reliability Engineer with hands-on experience supporting production systems across AWS and Azure, improving reliability through automation, observability, and operational excellence. Strong background in Kubernetes, cloud infrastructure, CI/CD, monitoring, and ITIL-driven incident/problem management. Proven ability to reduce toil, improve SLO adherence, and partner with development teams on production readiness, operational design, and post-incident learning. Skilled in Python, Bash, IaC, and distributed systems, with a passion for scalable architectures and resilient cloud platforms.

EXPERIENCE

Technical Support Engineer – Azure Cloud

May '24 — July '24

Zoho Corporation PVT LTD

Chennai, India

- Managed Azure Cloud production environments ensuring 99.9% uptime, implementing proactive monitoring with SLOs and automated health checks that reduced mean time to detect by 35%.
- Implemented proactive monitoring using Site24x7, establishing SLOs and automated health checks to detect service degradation before customer impact, reducing mean time to detect by 35%
- Automated infrastructure management using PowerShell and Python scripts, improving operational efficiency by 30% and reducing manual toil
- Participated in on-call rotation for production systems, performing incident triage, root cause analysis, and post-incident reviews to implement preventive measures
- Managed containerized applications on Azure Kubernetes Service, troubleshooting pod failures, network policies, and ensuring resource optimization for production workloads
- Configured and troubleshoot networking components including DNS, load balancers, and network security groups, ensuring secure and reliable connectivity for cloud services.

Data Processing Analyst - Data Infrastructure

Oct '22 — Apr '24 Chennai, India

NielsenIQ

- Led cloud infrastructure migration using Terraform and Ansible (IaC), reducing deployment time by 40% through automation and Infrastructure as Code best practices
- Managed production Kubernetes infrastructure with 99.9% uptime, implementing container security, pod security policies, and resource optimization
- Built and maintained CI/CD pipelines using GitLab and Jenkins for automated testing and deployment, improving deployment reliability by 35%
- Implemented monitoring and alerting with Datadog to track system performance and proactively identify anomalies, reducing incident volume by 25%
- Developed Python and Bash automation scripts for infrastructure management and data validation, reducing manual operational tasks by 45%
- Owned Problem Management process, conducting post-incident root cause analyses and implementing preventive measures following ITIL best practices.

EDUCATION

Sep '24 — Aug '25

Master in DevOps, Atlantic Technological University

Ireland

- Mastered automation, cloud infrastructure (AWS/Azure), and software engineering to optimize workflows. Excel at bridging business and technology with strong analytical and communication skills, proactively collaborating in Agile teams with full software lifecycle understanding to deliver solutions.

Key modules: DevOps Software Engineering, Infrastructure as Code, DevOps Pipeline, Cloud Security, Project Management

- Excel at bridging business and technology with strong analytical/communication skills, proactively collaborating in Agile teams with full software lifecycle understanding to deliver solutions.
- Jul '19 — June '22

Bachelors in Information Technology, Guru Nanak college
 - First Class Honours. Key modules: Linux, Cloud Computing, RDBMS, Software Engineering

Chennai, India

CERTIFICATIONS

- [AWS Solutions Architect Associate](#), AWS

Nov '24
- [CKA - Certified Kubernetes Administrator](#), Linux Foundation

Feb '25
- [Terraform Associate](#), HashiCorp

Apr '25
- [Azure Fundamentals - AZ900](#), Microsoft Azure

Mar '24

ACHIEVEMENTS

- Most Valuable Team Award**
NielsenIQ
Award for excellent performance in overall NIQ Organization for Q3 2024.

NOC Star of the Month
NielsenIQ
Awards for exceptional contribution in March 2023 and December 2023.

PROJECTS

- Intelligent Multi-Metric Auto-Scaling for Kubernetes

Atlantic Technological University [Link](#)

Ireland

- Built semantic-aware auto-scaling system achieving 75% scaling success rate through GraphQL complexity analysis and proactive resource allocation.
 - Developed Custom Metrics API integration with Redis coordination for distributed state management and real-time performance monitoring.
 - Implemented real-time complexity analyser using Go and TypeScript for intelligent workload prediction
 - Deployed on Azure Kubernetes Service demonstrating significant performance improvements over reactive scaling approaches

Jan '25 — Mar '25
- Online Booking System for Horror Themed Adventure Parks

Atlantic Technological University [Link](#)

Ireland

- Worked with development of a booking system using Node.js (backend) and React.js (frontend), following Agile practices with sprint planning, Scrum ceremonies, and close team collaboration.
 - Provisioned and managed AWS resources in EKS cluster using Crossplane for unified cloud infrastructure management
 - Automated infrastructure deployment using Helm charts and GitOps workflows, ensuring modular, reusable, and consistent configurations.

SKILLS

- Site Reliability Engineering:** Production support, Incident management, Root cause analysis, Blameless post-mortems, SLO/SLI management, On-call rotation, ITIL processes

Cloud & Infrastructure: AWS (Solutions Architect certified), Azure, GCP, Kubernetes (CKA certified), Docker, IaC (Terraform, Ansible), Linux/Unix, Windows Server

Automation & CI/CD: Python, Bash, PowerShell, GitLab, Jenkins, Bitbucket, GitHub Actions, ArgoCD, Maven, Git

Networking and Systems: TCP/IP, HTTP, DNS, Load Balancing, Active Directory, PostgreSQL, Redis, MySQL

Monitoring & Tools: Datadog, Prometheus, Site24x7, Splunk (familiar), Grafana, Log analysis, Performance tuning, Capacity planning