

# KACHI HARRIS

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

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## PROFESSIONAL PROFILE

Senior DevOps Engineer with over 5 years of hands-on experience designing, building, and scaling cloud-native platforms in fast-paced, agile environments. Strong background in Kubernetes, GitOps, Infrastructure-as-Code, and observability, acting as a trusted partner to engineers and product teams. Experienced in supporting engineering teams, owning production infrastructure, and driving platform reliability through automation, monitoring, and continuous improvement. Comfortable working directly with DevOps Leads, product managers, and engineers to shape technical roadmaps and deliver scalable, user-centric systems.

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## CORE COMPETENCIES

- **DevOps & Platform Engineering:** Kubernetes (EKS), GitOps (ArgoCD), Platform scalability & reliability, Production support, Service ownership, Startup & agile environments.
  - **Infrastructure as Code & Cloud:** Terraform (modules, remote state, testing), Helm, CloudFormation, AWS (EKS, ECS, IAM, VPC, RDS, CloudWatch, CloudFront), Secure, scalable cloud architectures.
  - **CI/CD & Automation:** GitOps workflows, GitLab CI, Jenkins, Codefresh, Automated testing & quality gates, Safe deployments, Rollbacks, blue/green & canary releases.
  - **Observability & Reliability:** Logs, metrics & tracing (Prometheus, Grafana, Loki, OpenTelemetry), ELK Stack, Alerting, Incident response, Post-mortems.
  - **Programming & Scripting:** Python, Bash, Shell scripting; strong ability to read, understand, and support application code.
  - **Soft Skills:** Ownership & accountability, Doer mindset, Humble, feedback-driven, fluent English, user-centric approach to platform design.
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## PROFESSIONAL EXPERIENCE

**SITA | London, United Kingdom** Senior DevOps / Platform Engineer | May 2023 – Present

- Act as a senior technical partner to engineering teams, providing day-to-day infrastructure and platform support while aligning infrastructure with business goals.
- Design, operate, and scale Kubernetes (EKS) platforms supporting multiple services and teams to ensure high availability.
- Lead GitOps-based delivery using ArgoCD, enabling auditable, predictable, and safe production deployments across environments.
- Provision and manage infrastructure using Terraform, including VPCs, EKS clusters, IAM, and managed databases to maintain consistent environments.
- Implement observability across logs, metrics, and traces, significantly improving detection and resolution of incidents.
- Own OpenShift platform reliability and lifecycle management, improving cluster stability, rollout consistency, and operational visibility through automation.

- Own production services by managing monitoring, alerting, on-call support, and continuous reliability improvements.
- Run post-incident reviews and feed learnings back into platform and process improvements to reduce recurrence.
- Mentor engineers, review IaC and CI/CD code, and promote DevOps best practices across the organization.

**ACCENTURE | London, United Kingdom** DevOps / Platform Engineer | February 2021 – May 2023

- Delivered cloud-native DevOps platforms for clients in fast-moving, high-pressure environments.
- Built Infrastructure-as-Code solutions using Terraform to ensure repeatability, scalability, and compliance for enterprise workloads.
- Designed and implemented CI/CD pipelines with automated testing, security checks, and advanced deployment strategies.
- Containerized applications with Docker and supported migrations from legacy systems to Kubernetes-based architectures.
- Implemented centralized logging, monitoring, and alerting using ELK, Prometheus, and CloudWatch to enhance system visibility.
- Worked closely with developers to understand application behavior and improve deployment and runtime reliability.
- Balanced delivery speed with operational safety in complex, ambiguous environments.

**ACCESS BANK | Lagos, Nigeria** Cloud Engineer | May 2022 – June 2023

- Designed and maintained secure AWS environments supporting high-availability, regulated workloads in the financial sector.
- Automated infrastructure provisioning using Terraform and CloudFormation to eliminate manual configuration errors.
- Implemented monitoring and alerting strategies to support operational readiness and maximize uptime.
- Collaborated with security, compliance, and engineering teams to enforce least-privilege access and best practices.

**ACCESS BANK | Lagos, Nigeria** Linux System Administrator | August 2014 – May 2022

- Managed enterprise Linux systems across development, testing, and production environments ensuring 99.9% uptime.
- Automated system administration and routine maintenance using Bash scripting to improve operational efficiency.
- Supported incident response, root-cause analysis, patching, and system hardening to protect financial data.

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## EDUCATION

- **MSc – Data Analytics & International Business** | Ulster University, Birmingham, United Kingdom (2022)
- **BTech – Electrical & Electronics Engineering**