

# KARAN VORA

## Site Reliability Engineer (SRE) | Application System Engineer | Vice President

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### 👤 PROFESSIONAL SUMMARY

Accomplished Site Reliability Engineer (SRE) with experience in architecting and managing complex, mission-critical infrastructures across on-premises and multi-cloud environments like Microsoft Azure and Google Cloud Platform. Proven expertise in designing high-availability systems, implementing disaster recovery strategies and enabling SLA-driven reliability through automation using Bash, Shell, PowerShell, Azure CLI, GCloud CLI and Kubernetes. Adept at reducing operational toil and supporting auto-scaling of dynamic workloads through end-to-end automation, while strengthening observability, incident response and ITIL-compliant support practices. Demonstrated success in chaos engineering, failover validation and eliminating SPOFs to ensure resilient platform performance. Skilled in optimizing cloud costs through intelligent workload sizing, policy-driven data retention and proactive resource governance.

### 📁 PROFESSIONAL EXPERIENCE

#### MSCI INC.

##### VICE PRESIDENT

01/2022 - Present

- Provided technical leadership for global SRE operations supporting ESG&C applications across on-prem, Azure, and GCP, ensuring high availability, performance, and adherence to SLOs in globally distributed, mission-critical environments.
- Led strategic cloud migrations and modernization efforts from on-prem to Azure and GCP, architecting resilient infrastructure with disaster recovery blueprints, automated failovers, and chaos engineering simulations using Azure Chaos Studio and manual DR drills.
- Defined and enforced RPO/RT0 strategies for critical workloads; implemented enterprise-grade backup and recovery frameworks using Commvault, Azure Backup Vault, and GCP Snapshots to enable point-in-time recovery and zero-data-loss failovers.
- Spearheaded cloud cost governance and optimization initiatives, achieving measurable savings through auto-scaling policies, off-peak infrastructure shutdowns, and intelligent resource right-sizing via GCP Recommender API and Azure Cost Management.
- Built and scaled end-to-end observability platforms with Grafana, Prometheus, Azure Monitor, App Insights, DataDog, and Splunk, enabling real-time monitoring, telemetry ingestion, alerting, and root cause analysis across hybrid deployments.
- Championed core SRE principles including toil elimination, automation-first culture delivering highly available, self-healing and operationally efficient systems at scale.

#### *SENIOR ASSOCIATE*

01/2017 - 12/2021

Application Support to proprietary MSCI Risk Analytics Products, namely Risk Manager, Managed Services, Wealth Bench, Credit Manager, Corporate Manager, Benchmark Aggregator, Index Monitor, etc.

- Configured and implemented new technologies like Solace in Risk Metrics BlueBox application.
- Built a completely new PROD-LIKE (STAGE) environment which included setting up components like Solace, JMS, LDAP, Frameworks, Tomcats, Apache proxies, etc.
- Setting up three tier architecture application system with Load Balancing Appliances F5 BIG IP Citrix NetScaler Load Balancers. Responsible for the stability, performance and performing releases across (Alpha, Stage, UAT and PROD) environments.
- Implemented App Dynamics (in applications) which is an application for Real-time performance monitoring from code level to customer experience.

#### *ASSOCIATE*

01/2015 - 12/2016

- Collaborating with Operations, Technical Client Service, Implementation Management, and Infrastructure/Technology to perform Environment and Application and Infrastructure maintenance, disaster recovery exercises.
- Provide technical support (2nd/3rd level) for client issues (for Managed Services and Technical Client Service teams), troubleshoot environment issues (for Technology Service Operations team), and participate in regular on-call rotation for off-hour support issues.
- Plan, document and deploy software applications releases on Windows and Unix/Linux based systems.
- Analyzing release and deployment processes to identify key areas for automation and optimization. Collaborate with development and software testing teams throughout the release process.

#### *ANALYST*

01/2013 - 12/2014

- Acquiring a clear understanding of technology trends and solution architecture with the distinction of instituting new practices to achieve business excellence.
- Promoting and deploying various components and mapping libraries for release process.
- Perform application releases for PROD and UAT environments which consist of a combination of planned, critical and emergency releases.
- Test and implement system architecture changes to improve stability, performance and efficiency.
- Optimizing system performance of a distributed computing environment.

#### *INTERN/TRAINEE*

08/2012 - 12/2012

- Provide product technical support as point of escalation for Level 1 teams - Operations, Client Service and Technical Client Service teams.
- Manage system/software configurations and troubleshoot environment issues.
- Manage daily market data refresh (Restarts) jobs which loads data for various application.
- Manage production hardware and software resources and getting used to internal tools for performing various tasks.

## EDUCATION

**Bachelor of Engineering in Information Technology**

Mumbai University

(Distinction)

07/2012

## TECHNICAL SKILLS

**Cloud Platforms** – Microsoft Azure | Google Cloud Platform | Amazon Web Services

**DevOps Tools** – Kubernetes | Docker | Terraform | Jenkins | TeamCity

**Monitoring** – Grafana | Prometheus | DataDog | Splunk | AppDynamics | Azure Log Analytics Workspace | App Insights | Log Explorer

**Scripting** – Shell | PowerShell | Bash

**Other** – Git | ServiceNow | JIRA | Oracle SQL | F5 Load Balancer | Azure Portal | Visual Studio Code | Azure CLI | Kubectl | Zabbix | Autosys | Maven | SVN | Oracle SQL Developer | Oracle Enterprise Manager | WinSCP | Putty | Salesforce | SoapUI | Apache Directory Studio | JExplorer | NetScaler | ICCM | OpenNMS | Postman | Nagios | Elastic Search | ELK Stack | JConsole | SharePoint | XMLSpy | Eclipse | Cygwin | Solace Admin

## ADDITIONAL INFORMATION

**Languages** – English | Hindi | Marathi | Gujarati

## CERTIFICATIONS

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|---|--|--|
| - Google Cloud Certified Cloud Digital Leader | - AZ-900 Microsoft Certified Azure Fundamentals        | - ITIL Intermediate Certificate in IT Operational Support and Analysis |
| - AppDynamics in Action for Developers v4.2   | - ITIL Foundation Certificate in IT Service Management | - Linux, Hardware & Networking (A+/N-)                                 |