

ROOPAM JAIN

Software Engineer | DevOps | SRE | Platform Engineering
roopam.ams@gmail.com | (+91) 9759077616 | Bengaluru, Karnataka, India
GitHub | LinkedIn | CodeChef

EDUCATION

Indian Institute of Information Technology (IIIT Lucknow) Bachelor of Technology (Computer Science), GPA: 8.98 / 10	Lucknow, India 2019 – 2023
---	-------------------------------

EXPERIENCE

Swiggy (Bundl Technologies Pvt. Ltd.) DevOps / SRE Consultant	Dec 2023 - May 2024
--	---------------------

- **My** interest in DevOps / Site Reliability Engineering started when I came across LinkedIn School of SRE and got an opportunity to work with the DevOps team at Swiggy - a team that handles one of the most complex foodtech infra at a scale of over 600+ microservices
- **Day-to-day activities** include Python automation of operational tasks, writing AWS lambda functions, integration with SNS and incident management tools like Opsgenie
- **Production Monitoring** using Prometheus and Grafana, and coding infrastructure automation with Terraform
- **Implemented** AWS Quota Monitor to help track resource usage using Trusted Advisor and Service Quotas and send alerts prior to quota exhaustion
- **Deprecated** multiple legacy setups, ensuring smooth transition to their replacements internally
- **Played** key role in company's strategy to migrate from Docker to Podman and save docker licensing costs (over **INR 0.5 Crore per month**). Became the SME for container related issues and proactively resolved queries
- **Set** up prometheus monitoring on nexus instance hosted in production for Swiggy's CI setup that was showing regular downtime, identified that the instance was going out of memory and upscaled the instance accordingly
- **Explored** Swiggy's Kong API Gateway setup and provided resolution for tickets related to API rate limiting
- **Worked** on developing internal tools for improving developer experience
- **Participated** in on-call rotations and experienced working in 24x7 environment

Radisys Corporation Software Dev Engineer, Intern	Jan 2023 – Jun 2023
--	---------------------

- **Deutsche Telekom BroadBand Access Team:** Part of the Software Defined Networking (SDN) Team that is responsible for Wi-Fi Development.
- **Project overview here:** [<https://www.telekom.com/en/media/media-information/archive/deutsche-telekom-s-access-4-0-platform-goes-live-615974>]

McKinsey & Company Product Apprentice	May 2022 - July 2022
--	----------------------

- **Selected** for McKinsey's mentorship program in Product Management
- **Spent** the summer gaining insights into product development phases from industry leaders - Marty Cagan, Gokul Rajaram and Kurt Walecki to name a few

SKILLS

- **Programming:** C/C++, Python, Golang
- **Web Dev:** Flask, Django
- **Tools/Platforms:** Linux, Git, Docker/Podman, AWS, Kubernetes, Terraform, Prometheus, Grafana
- **Databases:** PostgreSQL, MongoDB

REFERENCES

- Muthuraj Thangavel, SDE4 (DevOps) @ Swiggy: muthuraj.thangavel@swiggy.in, (+91) 9655804033