

Prithviraj S

Technical Operation Manager

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Dynamic Technical Operations Manager with 10+ years of experience in production stability, CloudOps, SRE Practices, automation and incident lifecycle management RCA, monitoring, and CI/CD optimization with Jenkins and custom dashboards. Proven leader in managing cross-functional teams, improving SLAs, and driving operational excellence.

Profile Summary

- Accomplished Technical Operations Manager with strong proficiency in **production stability, SRE practices, automation and large-scale CloudOps management**.
- Experienced in **Agile methodologies**, leading 21+ team members across **Production Support, Project Onboarding and Integration** teams while collaborating with Engineering, QA, Product, Cloud and third-party partners to resolve technical issues and enhance operational maturity.
- Skilled in **advanced monitoring, RCA, incident lifecycle management, and proactive alerting**, ensuring seamless issue resolution and system reliability.
- Proficient in ITSM platforms, Including JIRA, ServiceNow (SNOW), Freshdesk, GLPL** and known for enhancing workflows through **custom dashboards, CI/CD optimization and Jenkins automation** that improve SLA compliance.
- Delivered impactful enhancements to **Grafana, Zabbix and Pinpoint dashboards** boosting system visibility, operational intelligence, and data-driven decision making.
- Experienced in **Elasticsearch** (search and analytics), Logstash, **Kibana, AWS CloudWatch**, Synthetic Canaries, health-check automation, performance optimization and scaling workloads across **EC2, ECS, Lambda, server/application migrations** and **Kubernetes** pods and **Phabricator** for code review and change management.
- Proven leadership in managing **high-impact incidents**, mentoring teams, managing shift rosters, and creating repeatable processes that reduce recurring issues, improve system stability, meet KPIs, and boost overall performance.

Competencies

Team Building & Mentorship	Incident and Problem Management	Service Level Agreement (SLA)
Cloud and Infrastructure Management	Performance Metrics and Reporting	Decision Making and Problem-Solving
Change Management	Stakeholder Engagement	Continuous Improvement
CI/CD Pipeline Automation	Quality Assurance	Reporting and Documentation

Work Experience

Jun-2025 to Present : Nandu's Food Pvt.Ltd, Bengaluru

IT / Technical Operation Manager

Role:

- Designed and implemented a **centralized monitoring platform** that unified system visibility across all retail outlets, core applications, and EDC payment infrastructure.
- Developed **desktop automation tools** to streamline daily operations, reduce manual effort, and improve team productivity.

- Built and automated **API-driven reporting pipelines** integrated with Jenkins to ensure timely delivery of operational and financial reports.
- Led the **EDC machine integration** across all Nandus outlets, improving transaction success rates and ensuring smooth Paytm/Bank gateway connectivity.
- Established **proactive monitoring and automated workflows** using Python, APIs, and cloud tools, enabling early detection of issues and reducing operational interruptions.

Highlights:

- Improved operational SLA adherence to **99%**, ensuring consistent on-time issue resolution over a three-month period.
- Implemented **auto-escalation alerts**, reducing communication delays and significantly improving response times.
- Reduced manual effort by **60%** through API-based reporting, automated monitoring, and desktop automation tools.

Jun-2024 to May-2025 : Motherson Technology Services (BOSCH) L.OS **Senior Technical Lead**
Project : www.l-os.com BOSCH L.OS (Logistics Operating System)

Role:

- Lead end-to-end **technical operations** for the BOSCH L.OS platform, overseeing incident management, RCA, performance optimization, and overall system stability.
- Drive **seamless project onboarding** while managing complex technical issues through advanced monitoring, proactive alerting, and detailed incident reporting categorized by severity, root cause, and resolution time.
- Conduct in-depth **Root Cause Analysis (RCA)** and configure AWS Synthetic Monitoring Canaries using CloudWatch and log-based analysis to eliminate recurring issues and ensure early failure detection.
- Design and deploy **advanced Grafana dashboards** to enhance observability, real-time tracking, and microservice-level analytics while promoting operational excellence through automation and performance tuning.
- Collaborate closely with **Dev, QA, Cloud, and business teams** to optimize workflows, strengthen system resilience, and implement proactive monitoring mechanisms that reduced downtime and prevented customer-impacting incidents.

Highlights:

- Implemented proactive measures that reduced downtime by **95%**.
- Enhanced Operations Dashboard visibility, improving team efficiency.
- Reduced system downtime by **95%** through proactive performance tuning and automation.

Jun-2021 to Jun-2024: Shiprocket Omuni Arvind Internet Limited, Bengaluru **Technical Operations Lead**
Projects: www.omuni.com & www.nnnow.com

- Managed end-to-end **application server production issues**, performing detailed root cause analysis to ensure stability and prevent recurring incidents.
- Collaborated with **cross-functional teams** to resolve critical issues, support product enhancements, and maintain seamless business operations.
- Supervised and guided **application support teams**, reducing recurring issues through strategic automation and process improvements.
- Implemented a **cross-functional collaboration framework**, improving communication between technical and product teams and achieving a **95% reduction in incident resolution time**.
- Strengthened operational efficiency by leveraging **Jenkins CI/CD automation, Kubernetes log monitoring** and building a **knowledge-sharing platform** that enhanced collaboration and reduced troubleshooting time.

Highlights:

- Developed Python automation scripts and proactive monitoring dashboards that reduced daily ticket volume from **60+ to 20+**, while cutting recurring issues by **98%** and enabling **100% faster onboarding** across teams.
- Implemented automation solutions that increased operational efficiency by **100%**, significantly reducing manual effort for the 8-member support team and accelerating issue resolution.
- Enhanced CI/CD practices and cross-team collaboration, resulting in improved operational performance and a substantial reduction in **Mean Time To Resolution (MTTR)**.

June-2017 to May-2021: Arvind Internet Private Limited, Bengaluru

Technical Support Engineer - II

Project: www.nnnow.com

- Resolved complex application and integration issues through detailed RCA using **Postman APIs, MySQL, Elasticsearch, Kibana, and Linux logs** ensuring optimal performance and high availability.
- Developed and integrated **Python + REST API automation scripts** with Jenkins cron scheduling to streamline operational workflows and reduce manual intervention.
- Managed **AWS EC2 instances**, including deployment, configuration, optimization, and scalability improvements to support seamless cloud operations and documented technical solutions on Confluence and provided **L2/L3 support** for escalated issues, ensuring smooth operations and rapid issue resolution.

June-2014 to May-2017: Arvind Internet Private Limited, Bengaluru

Software Solution Engineer

Project: www.creyate.com

- Developed Creyate, an e-commerce platform for customizable clothing, integrating 3D Maya processing, fabric rendering, image optimization, and automated uploads to AWS S3.
- Designed dynamic landing pages and automated image rendering for Creyate using HTML, CSS, AngularJS, and AWS EC2, ensuring seamless functionality per product specifications.

Education

- MCA, Bharathiar University, Coimbatore, 2014
- B.Sc in Computer Science, Periyar University, Salem, 2011

Projects

- www.Nanus.com at Nandus Foods Private Limited
- <https://www.l-os.com/in/en> BOSCH L.OS (Logistics Operating System) at Motherson Technology Services Limited
- www.omuni.com at Shiprocket Omuni Arvind Internet Limited
- www.nnnow.com at Arvind Internet Private Limited
- www.creyate.com at Arvind Internet Private Limited

Technical Skills

- **Operating Systems** : Windows, Ubuntu, Linux, MacOS
- **Databases & Search Engines** : MySQL, PHPMyAdmin, SQLyog, Elasticsearch, Kibana, Logstash
- **Backend & Scripting** : Python, REST APIs, Automation Scripts
- **CI/CD & Automation Tools** : Jenkins (CI/CD), Cron Jobs, Python Automation, Automated Reporting
- **Cloud & Infrastructure** : AWS EC2, S3, AWS CloudWatch, AWS Synthetic Monitoring Canaries, Health-Check
- **Monitoring & Observability** : Grafana, Zabbix, Pinpoint, Kubernetes Log Monitoring, CloudWatch Dashboards
- **Ticketing & ITSM Tools** : JIRA Service Desk, JIRA, Freshdesk, GLPI, ServiceNow (SNOW)
- **Development & Code Review** : Phabricator (Code Review), Git, GitHub
- **Operational Tools** : Excel Automation, Desktop Automation Tools, EDC Machine Integration