

PRERNA SRIVASTAVA

Dynamic and results-oriented professional excelling in a dynamic role as a DevOps Cloud Engineer or SRE within an innovative environment, utilizing expertise in IT analysis to drive efficient infrastructure automation and foster a culture of collaboration in DevOps. Preferably in Bangalore, Pune, Remote.

✉ srivastava.prerna10@gmail.com

☎ +91 7899473300

Profile Summary

- ❖ An accomplished professional with **nearly 9 years** of experience in IT analysis, including 2 years as a DevOps Cloud Engineer in Production application support and system administration.
- ❖ Proficient in IT infrastructure monitoring, hosting operations, & deploying DevOps CI/CD pipelines to streamline development processes.
- ❖ Successfully developed Jenkins pipelines to automate processes for a microservices-based e-commerce platform.
- ❖ Achieved reduction in downtime incidents by promptly diagnosing and resolving technical issues.
- ❖ Proficient in automating infrastructure deployments through Infrastructure as Code tools, fostering a collaborative DevOps environment.
- ❖ Experienced in implementing engineering principles to improve system resilience and reliability, leveraging automated testing frameworks and infrastructure.
- ❖ Proficient in designing cost-effective cloud architectures, utilizing spot instances, auto-scaling strategies, and resource tagging to optimize cloud spending.
- ❖ Expertise in building and managing immutable infrastructure using tools, ensuring consistent deployment and configuration management across environments.
- ❖ Played an integral role as a dedicated team member within the DevOps team, contributing to the successful implementation and continuous improvement of infrastructure automation, fostering enhanced efficiency and reliability across projects.

Core Competencies

Configuration Management	Infrastructure Automation & Monitoring	Hosting Operations
Reliability Assurance	Cloud Resource Provisioning	Automated Testing Integration
DevOps CI/CD Pipelines	Monitoring Solutions Implementation	Requirements Gathering
Agile Methodologies		

Soft Skills

Inter-personal Skills
Communicator
Team Leadership
Decision Making
Problem-Solving

Education

- ❖ **2014:** MCA from Lovely Professional University, Phagwara, PU
- ❖ **2011:** BCA from Lovely Professional University, Phagwara, PU

Awards & Achievements

- ❖ Recipient of the Pat on the Back Award for Outstanding Customer Satisfaction in 2023, with numerous client commendations.

Technical Skills

- ❖ Devops, GitHub, Docker, Kubernetes, AWS, Jenkins, Scripting, Python, Windows, Linux, SQL Server, Terraform, Ansible, Agile

Certifications

- ❖ DevOps & Cloud Engineering Certification from HeroVired (**Pursuing**)
- ❖ GitHub for beginners Certification in April 2024



Growth Path



Work Experience

Jul'15 – Present: Senior Technical Analyst, Continuserve Softech India Pvt. Ltd., Bangalore, KA 01/2022 - 03/2024

Responsibilities:

- ❖ Developed Jenkins pipelines to automate CI/CD processes for a microservices-based e-commerce platform.
- ❖ Utilized Terraform to automate provisioning of AWS infrastructure, including EC2 instances, RDS databases, S3 buckets, and VPCs.
- ❖ Created Python scripts for automating routine tasks such as log rotation, backup processes, and infrastructure health checks.
- ❖ Implemented monitoring solutions using Prometheus and Grafana, setting up alerts to ensure high availability and performance of the platform.
- ❖ Collaborated with development teams to integrate automated testing into the CI/CD pipeline, enhancing code quality and reducing deployment risks.
- ❖ Documented all automation scripts, infrastructure configurations, and CI/CD processes to facilitate knowledge sharing and on-board new team members and managed production tickets (JIRA, GitHub).
- ❖ Collaborated with the Development/QA/BA team to provide technical guidance and advice.
- ❖ Conducted testing and sanity checks on new packages, builds, CRQs, and hot fixes before production server deployment; provided post-deployment support.
- ❖ Provisioned and configured cloud and on-premises resources, ensuring adherence to scalability, reliability, and security standards.
- ❖ Collaborated with development and QA teams to diagnose and resolve technical issues promptly, reducing downtime incidents by 40%.
- ❖ Assisted in setting up new customer on-boarding processes & conducted User Acceptance Testing, streamlining setup time by 25%.

Highlights:

- ❖ Led Workday releases and implemented new features in collaboration with HR product teams, focusing on change management.
- ❖ Collaborated with HR teams to identify and resolve Workday product gaps, coordinating with Workday and other workstreams to align on release and testing plans.
- ❖ Managed dependencies between HR product areas, ensuring alignment with release goals and facilitating bulk data uploads across various processes via EIBs.
- ❖ Provided high-quality support for Core HCM, Recruitment, Business Process, Custom Reports, and Workday Testing.
- ❖ Successfully migrated an in-house Excel-based project to JIRA, managing user roles and permissions, creating projects, boards, filters, dashboards, issue types, screens, workflow, and custom fields using JQL for validation.
- ❖ Supported ongoing escalated issues from L3 and L2 support groups, focusing on user profile security, row-level security, role management, and permission assignments.
- ❖ Managed and provided roles in HRMS modules across environments as per user requests.
- ❖ Utilized SQL queries to analyze database issues and managed issue tracking using BMC ticketing systems and Service Now.
- ❖ **CI/CD Pipeline Automation:** Orchestrated and automated CI/CD pipelines using tools such as Jenkins, GitLab CI/CD, or CircleCI, accelerating deployment cycles and enhancing team productivity.
- ❖ **Infrastructure as Code (IaC) Expertise:** Spearheaded the adoption of Infrastructure as Code (IaC) principles using Terraform/CloudFormation, streamlining resource provisioning and achieving reduction in deployment time.
- ❖ **Containerization and Orchestration:** Led Docker containerization initiatives and Kubernetes orchestration, optimizing application deployment efficiency and ensuring high availability and scalability.
- ❖ **Monitoring and Logging Implementation:** Implemented robust monitoring and logging solutions to provide real-time visibility into system performance, reducing incident response time.
- ❖ **Performance Optimization and Tuning:** Conducted performance analysis and optimization of cloud-based applications and services, resulting in improvement in response times and enhanced end-user experience.
- ❖ **Documentation and Knowledge Sharing:** Developed comprehensive documentation and conducted knowledge-sharing sessions to facilitate seamless onboarding of new team members and improve operational transparency.



Personal Details

Date of Birth: 5th October 1989

Languages Known: English and Hindi

Address: Bangalore, Karnataka - 560037