**Rijo Sarvin P**

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Websites, Portfolios, Profiles

* linkedin.com/in/rijo-sarvin-6226a4130

Professional Summary

Certified Kubernetes Administrator and results-driven Site Reliability Engineer with over 4.8 years of experience specializing in cloud-native platforms, container orchestration, and infrastructure automation. Demonstrated success in enhancing system uptime, scaling microservices, and optimizing performance utilizing tools such as Kubernetes, Terraform, Jenkins, and AWS. Eager to leverage expertise in high-impact engineering teams within Australia to drive innovation and achieve organizational success.

Work History

**Site Reliability Engineer**, 11/2023 - 07/2025

**Tsys Global Payments** – Hyderabad

* Designed and implemented systematized deployment pipelines, enhancing system reliability and reducing lead times by 40%.
* Created Grafana dashboards to monitor cluster resource usage and performance metrics for troubleshooting infrastructure issues.
* Monitored system performance using tools like Prometheus and Grafana to ensure optimal uptime and faster incident response.
* Diagnosed and addressed IT incidents, managing error budgets and conducting root cause analyses that reduced incident frequency by 25%.
* Led a team of 5 SREs to maintain high availability of critical services, reducing downtime by 35% through proactive monitoring and alerting.
* Managed continuous integration systems using Jenkins and GitLab, integrating testing and deployment workflows.
* Assisted in migrating on-premises infrastructure to cloud platforms, improving scalability and reducing maintenance overhead.
* Conducted performance tuning and capacity planning for high-traffic web applications, enhancing user experience and reliability.
* Migrated legacy applications to containerized environments with Docker and Kubernetes, improving scalability and resource utilization.
* Identified and solved network packet loss issues affecting transaction throughput, improving connectivity by 25%.
* Led integration of Jenkins with Bitbucket for tests and deployments, cutting deployment time by 50% while ensuring compliance with banking regulations.
* Collaborated with stakeholders to improve transaction processing speed, reducing latency by 30% through data-driven insights and resource scaling.
* Implemented CI/CD pipelines ensuring 99.99% uptime during peak hours via proactive monitoring and automated deployments.

**Associate Site Reliability Engineer**, 12/2020 - 11/2023

**Tsys Global Payments** – Noida

* Troubleshot production and pre-production issues as a senior Rapid Response Team member, ensuring rapid resolution and minimal downtime.
* Led Sev 1 incident calls, delivering full resolutions and raising PMTs to maintain effective client communication.
* Automated resource throughput monitoring by developing CI/CD pipelines with Jenkins, improving operational efficiency.
* Built monitoring solutions from scratch using Alertmanager, Prometheus, and Grafana, enhancing system observability and alerting.
* Diagnosed and resolved production debugging issues promptly, documenting workflows for communication engines and monitoring tools.
* Applied latest Linux kernel updates to mitigate server vulnerabilities and maintain system stability.
* Documented operational procedures and provided technical leadership during incident management, reducing impact and improving response times.

Education

**BTech BioInformatics**: 04/2020

**Karunya Institute of Technology And Sciences** - Coimbatore

GPA: 7.0

**HSC**: 04/2016

**Vetri Vikaas Matriculation Higher Secondary School** - Namakkal

GPA: 79%

**SSLC**: 04/2014

**St. Josephs Matriculation Higher Secondary School** - Coimbatore

GPA: 96%

Skills

|  |  |  |
| --- | --- | --- |
| • Incident management |  | • Microservices architecture |
| • Log analysis |  | • Infrastructure automation |
| • Scripting languages |  | • Disaster recovery |
| • Performance tuning |  | • Containerization technologies |
| • System monitoring |  | • Load balancing |
| • Application scaling |  | • Continuous integration/Continuous deployment |

References

Pooja, Verma, poojaverma@tsys.com, +91 9910550410, TSYS Global Payments

Accomplishments

* Awarded with Values and culture award of the year 2022 and Spot Award of the year 2023.

Certifications

CKA certified https://www.credly.com/badges/9495882b-0b07-43c9-9c64-ffebf9dfb4ab/public\_url

Availability

* Immediately
* Full and unrestricted work rights in Australia – Subclass 500 (secondary applicant)

Tools

* Monitoring and Alerting: Prometheus, Grafana, Alert Manager.
* Configuration Management: Ansible.
* Containerization and Orchestration: Kubernetes, Docker, OpenShift.
* Cloud Platforms: Amazon Web Services (AWS).
* Infrastructure as Code (IaC): Terraform, Ansible.
* Version Control: Git, GitHub, GitLab, Bitbucket.
* Continuous Integration/Continuous Deployment (CI/CD): Jenkins.
* Log Management: ELK Stack (Elasticsearch, Logstash, Kibana), Splunk.
* Networking: NGINX, HAProxy, F5.
* Security: Vault.
* Languages: Python
* Methodologies: Agile, Waterfall

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