

# Srujan Kumar

## Observability Consultant

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### Profile

Observability & Monitoring Specialist with 9+ years of experience architecting and implementing enterprise-grade solutions across cloud and on-prem environments. Skilled in leading observability initiatives using platforms such as New Relic, Sumo Logic, and Netcool Omnibus, with expertise in AIOps, monitoring standardization, and automation. Proven track record in Observability and logging migration and Agile delivery, currently driving observability solution architecture at IBM to enhance reliability and accelerate incident resolution.

### Skills

<b>Observability &amp; Monitoring</b> — Expert New Relic Administration, Observability & Logging Migration, Monitoring Standardization, Dashboards & Alerts, SLO/SLA Design	<b>Automation &amp; Infrastructure</b> — Proficient Observability-as-Code (Azure DevOps), Ansible, Git, Shell Scripting, Linux/Unix
<b>Cloud Platforms</b> — Proficient AWS, Azure (AZ-104 Certified, 2026)	<b>Agile &amp; Team Leadership</b> — Proficient Scrum, Stand-ups, Sprint Planning, Mentoring, Team Leadership
<b>AIOps &amp; ITSM</b> — Proficient AIOps Platforms, ServiceNow ITSM Integration	

### Professional Experience

<b>Application Consultant, IBM India</b> <ul style="list-style-type: none"><li>Implementing and managing New Relic-based observability for HEINEKEN's platform teams.</li><li>Migrated New Relic monitoring footprint from US to EU region for cost optimization and compliance.</li><li>Built Observability-as-Code automation using Azure DevOps pipelines.</li><li>Designed scalable observability architectures and monitoring standards.</li><li>Delivered demos, training, and technical walkthroughs to platform and operations teams.</li><li>Ensured monitoring readiness for platform releases and go-lives.</li><li>Awarded <b>"Innovation Catalyst Award"</b> for observability modernization efforts.</li><li>Ensuring observability designs align with enterprise architecture, security, and reliability standards.</li><li>Supporting roadmap development, architectural governance, and documentation during the transition phase.</li></ul>	06/2024 – Present Bangalore, India
<b>Observability Specialist, Accenture</b> <ul style="list-style-type: none"><li>New Relic Lead &amp; SME for NBNCo Telecom Project.</li><li>Migrated New Relic administration from incumbent vendor to Accenture.</li><li>Led Splunk-to-New Relic logging migration.</li><li>Automated user provisioning via SCIM and IDP integration.</li><li>Optimized New Relic license utilization for cost control.</li><li>Developed standardized frameworks for alerts, dashboards, and agent installations.</li></ul>	06/2023 – 05/2024 Bangalore, India

- Implemented custom monitoring solutions using Flex and third-party plugins.
- Facilitated Agile ceremonies and mentored administrators.

### **Senior Monitoring Specialist, HCL Tech**

08/2021 – 05/2023

Bangalore, India

- New Relic SME for Canadian Tire Corporation.
- Designed and implemented monitoring aligned with PCI and fault management practices.
- Implemented full-stack real-time monitoring across cloud and on-prem environments.
- Configured dashboards, alert policies, muting rules, and notification channels.
- Migrated legacy monitoring solutions to New Relic.
- Enabled Okta SSO and managed user model upgrades.
- Defined SLO/SLA frameworks and observability standards.
- Awarded **“Making Life in Canadian Tire Better Award.”**
- Completed **SRE Training & Certification — 2023.**

### **Associate, Cognizant Technology Solutions**

06/2016 – 08/2021

Bangalore, India

- Integrated New Relic Observability for Arcadia Project.
- Built dashboards for infra and application metrics.
- Performed RCA using APM, distributed tracing, and analytics tools.
- Prepared trend analysis and KPI reports for stakeholders.
- Supported change management and capacity planning.

## **Awards**

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**Innovation Catalyst Award, IBM India**

**Making Life in Canadian Tire Better Award, Canadian Tire Corporation**

## **Certificates**

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| • Microsoft Certified: Azure Administrator Associate (AZ-104) <a href="#">↗</a> | • New Relic Verified Foundation (NVF) <a href="#">↗</a> | • Full Stack Observability Practitioner <a href="#">↗</a> |
| • Enterprise Design Thinking Practitioner <a href="#">↗</a>                     |   |   |

## **Education**

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**Bachelor of Engineering — Electronics & Communication, SCSVMV University**

08/2012 – 04/2016

Tamil Nadu, India