SURESH USTELA

DEVOPS ENGINEER

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SKILLS

- **DevOps & Cloud:** Jenkins, GitLab CI, GitHub Actions, AWS, Azure, GCP, Terraform, Ansible, CloudFormation
- **Containers & Monitoring:** Docker, Kubernetes, Prometheus, Grafana, ELK, CloudWatch
- **Programming & Tools:** Python, Shell, Git, Jira, Confluence
- **Databases & Middleware:** MySQL, PostgreSQL, MongoDB, Oracle, Apache, Nginx, Tomcat
- **Leadership & Process:** ITIL Production Support, Incident/Problem Management, RCA, Agile/DevOps, Stakeholder Management

EDUCATION

AP IIIT Nuzvid
Nuzvid • 06/2014

Bachelor of Technology: Computer Science
- [7.33] GPA/CGPA

PROFESSIONAL SUMMARY

DevOps Engineer with **10+ years of IT experience**, including 6 **years in production support as a Senior Technical Lead**. Strong expertise in **CI/CD automation, cloud infrastructure (AWS), containerization (Docker, Kubernetes), and monitoring (Prometheus, Grafana, ELK, Cloud Watch)**.
Proven **leader** in **production support operations**, incident management, and driving process improvements to enhance system reliability and delivery speed.
Critical thinking DevOps Engineer with extensive understanding of high availability architecture and concepts. Purpose-driven professional with capacity to be strong team player plus work effectively independently.

WORK HISTORY

HCL Tech - DevOps Engineer
Chennai, India • 02/2015 - Current
Experience
DevOps Engineer
HCL Tech | 03/2021 – Present

- Built and managed **CI/CD pipelines** (Jenkins, GitLab, GitHub Actions).
- Automated infra with **Terraform, Ansible, Cloud Formation**.
- Managed scalable deployments on **AWS**.
- Orchestrated containers with **Docker & Kubernetes**.
- Improved monitoring & alerting with **Prometheus, Grafana, ELK, Cloud Watch**.
- Maintained version control systems like Git or SVN for seamless collaboration among developers and engineers during project lifecycles.
- Designed and implemented containerization strategies using Docker and Kubernetes, improving resource utilization and management.
- Monitored automated build and continuous software integration process to drive build/release failure resolution.

Senior Technical Lead – Production Support
HCL Tech | 02/2015 – 02/2021

- Led a **24x7 production support team**, ensuring **99.9% uptime**.
- Managed **incident, problem, and change management** per ITIL.
- Drove **root cause analysis (RCA)** and implemented permanent fixes.
- Coordinated with cross-functional teams for fast resolution.
- Automated manual tasks through scripting languages such as Python or Shell, boosting team productivity levels.
- Provided 24/7 on-call support for critical systems, ensuring high availability and rapid issue resolution.