NEELIMA DEVULAPALLI

Site Reliability Engineer

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EU Residence Permit (Italy) • No Sponsorship Required • Available Immediately

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PROFESSIONAL PROFILE

Results-driven Site Reliability Engineer with 4+ years of experience designing, implementing, and managing high-availability distributed systems across multi-cloud environments. Proven expertise in Kubernetes orchestration, infrastructure-as-code (Terraform, Ansible), and CI/CD pipeline automation, consistently achieving 99.9% service uptime. Skilled in building proactive observability frameworks with Prometheus and Grafana that reduced Mean Time to Recovery (MTTR) by 35%. Strong track record of eliminating operational toil through Python automation, reducing manual intervention by 60%. Experienced in cross-functional collaboration within Agile teams, incident management, and driving reliability improvements across production environments. Passionate about leveraging AI-driven automation and SRE best practices to enhance system resilience and operational efficiency.

TECHNICAL COMPETENCIES

Cloud & Infrastructure: AWS, Azure, GCP, Linux Administration, Terraform, Ansible, CloudFormation

CI/CD & DevOps: GitHub Actions, ArgoCD, Jenkins, Git, GitOps

Orchestration & Containers: Kubernetes, Docker, Helm, Microservices Architecture

Observability & Monitoring: Grafana, Prometheus, ELK Stack, PagerDuty, Alerting

Programming & Scripting: Python, Bash, SQL, YAML, JSON

Databases & Networking: MySQL, PostgreSQL, TCP/IP, DNS, HTTP/S, DHCP, NFS

PROFESSIONAL EXPERIENCE

Site Reliability Engineer | ServiceNow
January 2024 – November 2025 | Hyderabad, India

- Monitored and maintained high availability across 150+ distributed production services, ensuring 99.9% uptime SLA adherence through proactive incident response and root cause analysis
- Collaborated with cross-functional engineering teams to implement long-term reliability improvements for recurring incidents, **reducing incident frequency by 40%** and improving system stability
- Developed and maintained Python-based automation scripts for operational tasks, deployments, and system recovery, **reducing manual toil by 60%**
- Built self-healing systems leveraging automated detection and remediation pipelines, **improving MTTR by 35%** across critical services
- Managed and optimised Kubernetes clusters (50+ nodes) and Ansible playbooks for infrastructure provisioning and scaling across AWS, Azure, and GCP
- Administered MySQL and PostgreSQL databases, performing query optimisation, backup automation, and capacity planning for high-traffic applications
- Designed and maintained Grafana dashboards and Prometheus alerting rules, establishing a proactive observability framework that reduced undetected incidents by 45%

Site Reliability Engineer | Bede Gaming
October 2022 – December 2023 | Newcastle upon Tyne, UK

- Ensured 24/7 operational excellence for a high-traffic online gaming platform serving millions of users, maintaining 99.95% availability
- Engineered deployment automation scripts in Python, **reducing deployment time by 50%** and minimising human error during releases
- Containerised legacy applications with Docker and designed Kubernetes deployments for microservices migration, improving scalability and resource utilisation by 30%

- Participated in on-call rotations and incident management, performing post-incident reviews and contributing to blameless postmortems
- Implemented infrastructure monitoring and alerting using Prometheus and Grafana, enabling early detection of performance degradations

Technical Support Engineer | Concentrix
August 2021 – September 2022 | Newcastle upon Tyne, UK

- Managed client applications and resolved support tickets through ServiceNow ITSM, **achieving 95% customer satisfaction (CSAT)**
- Built and maintained container-based infrastructure on AWS using Terraform, implementing Infrastructure as Code (IaC) best practices
- Administered remote Linux servers and databases, ensuring data integrity, system reliability, and compliance with security standards
- Collaborated with development teams to troubleshoot application issues, providing technical escalation support and documentation

Associate Software Engineer | Tech Mahindra
April 2018 – August 2019 | Hyderabad, India

- Provided Oracle R12 ERP application support and enhancements for enterprise clients, **maintaining 98% client satisfaction**
- Resolved high-priority production tickets within SLA timeframes, demonstrating strong incident triage and problem-solving abilities
- Developed complex SQL queries and implemented Oracle APIs to meet business requirements and improve data processing workflows

EDUCATION

M.Sc. Microelectronics & Communication Engineering
Northumbria University, Newcastle upon Tyne, UK | *2019 – 2021*

Publication: "Lane-cross Detection using Optical Camera-based Road-to-Vehicle Communications," ISWCS 2021

B.Tech. Electronics & Communication Engineering
Malla Reddy College of Engineering, Hyderabad, India | *2013 – 2017*

CERTIFICATIONS

✓ Microsoft Certified: Azure Fundamentals
✓ Observability for Platform Engineering
✓ Verizon Cloud Platform Job Simulation
✓ ITIL Foundation – PeopleCert
✓ Introduction to Web Development

LANGUAGES

English – Fluent | **Telugu** – Native | **Hindi** – Fluent | **Italian** – Basic (A2)

References available upon request