

# Abhishek Kumar Singh

Senior DevOps & Site Reliability Engineer | Cloud Operations

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## Specialized skills and Tools

### Specialized skills

- Provisioned cloud and on-prem infrastructure using Terraform.
- AI-driven observability and anomaly detection (AIOps).
- Implemented AI-powered automation and self-healing workflows for operational efficiency.
- Predictive analytics for capacity planning.
- Performance Tuning and Optimization
- Disaster Recovery and High Availability
- Configuration Management and Deployment- Ansible
- Monitoring, Logging and Observability
- CI/CD and Automation
- Migrating monolithic application to Containerization and Orchestration based model
- Security and Vulnerability Management
- Ticketing, Documentation and Collaboration tools
- On call Production support & IT operations Troubleshooting and Debugging

### Tools

**CI/CD Tools:** Jenkins, Harness CI/CD, Argo CD

**AIOps & AI Tools:** Dynatrace Davis AI, Splunk ML Toolkit, AWS DevOps Guru

**Operating Systems:** Linux and Windows

**Servers & Web:** NGINX, Apache HTTP, Apache Tomcat, JBoss

**Cloud Services:** AWS, GCP & Azure CI/CD

**Configuration & Infrastructure Management**

**Tools:** Ansible, Ansible Tower, Terraform

**Container Technology:** Docker, Docker-Compose, Kubernetes, Helm

**Database:** PostgreSQL, MySQL, RDS

## Profile

**DevOps/SRE Engineer with 7+ years of experience** in managing and optimizing cloud operations across **AWS, Azure, and GCP**. Skilled in **Infrastructure as Code (Terraform, Ansible)**, **container orchestration (Kubernetes)**, and **cloud monitoring/alerting**, ensuring reliability, security, and performance of cloud environments.

Experienced in leveraging **AIOps and AI-driven observability** for proactive incident detection, anomaly detection, and predictive analytics in complex cloud ecosystems.

Proven track record in **performance optimization, disaster recovery, and security compliance** across banking, telecom, and e-commerce domains. Adept at driving automation, reducing **MTTR**, and improving operational efficiency through strategic planning and advanced monitoring frameworks.

## Work Experience

### Team Leader

SLK Software

01/2025 – Present

Client: Emerson, Fifth Third Bank, HNB bank | Bengaluru

### Emerson

- Built end-to-end **observability** for Azure workloads using **Managed Prometheus, Grafana, Azure Monitor**; **MTTR ↓25%**, false alerts **↓30%**.
- Built predictive capacity checks (CPU/memory/pod utilization) with Kusto + Python.
- Designed monitoring for **AKS, PostgreSQL**, and HTTP endpoints with **SLO/SLA** dashboards and actionable alerting.
- Delivered infrastructure changes via **Terraform & Ansible** with standardized modules, approvals, and guardrails to improve release safety.
- Collaborated with product owners & platform teams to define **golden signals** and operational readiness checklists for new services.

### Fifth Third Bank

- Automated **OS patching & deployments** with **Ansible + Jenkins**; manual effort **↓70%**, lead time **↑40%**.
- Enabled event correlation and auto-baselining in Dynatrace, **cutting P1/P2 incidents by ~20%** and speeding triage by ~40%.
- Used Splunk MLTK for log-pattern drift detection to **reduce MTTD by ~25–30%**.

**Monitoring & Logging Tools:** Grafana, Prometheus, Netdiagnostic, Splunk, ELK Stack, Dynatrace, Google Cloud Monitoring, Amazon CloudWatch, ThousandEyes

**Security and Vulnerability:** SonarQube, Rapid7 Nexpose, CrowdStrike Falcon

**Ticketing Tools:** JSM, ServiceNow

**Version Control:** GitHub, GitLab

**Incident Management & Automation:** PagerDuty, Opsgenie, StackStorm, Shell scripting, AWX

**Artifact & Image Management:** Docker Trusted Registry (DTR), Harbor, Nexus

**Messaging & Streaming:** RabbitMQ, ActiveMQ, Kafka

**Documentation & Collaboration:** Confluence, SharePoint, Google Workspace, Microsoft Teams + OneNote

**VPN Solutions:** Libreswan, StrongSwan

## Education

*Bachelor of Technology (B.Tech) in Electronics and Communication Engineering*

08/2014 – 07/2018 | Ghaziabad, U.P

**Ideal Institute of Technology**

Percentage: **73%**

- Introduced **runbooks** and **incident response** playbooks with **PagerDuty/Opsgenie**, improving on-call consistency and time to mitigation.

## HNB Bank

- Orchestrated event-driven remediation (PowerShell/Ansible) triggered by anomaly signals, **lowering manual toil by ~30%**.
- Applied **OS hardening & patch compliance** for cloud and on-prem nodes aligned to **CIS** baselines; improved audit scores to **95%+**.
- Expanded **Dynatrace & Splunk** dashboards with threshold tuning and business KPIs; improved signal-to-noise ratio for alerting.
- Managed **GKE** deployments with **HPA/VPA**, resource governance, and secure ingress/egress; improved stability and cost efficiency.

## POC

- Implemented **AI-driven incident summary** generation using Splunk ML Toolkit for faster RCA.
- Led POC for **SLK Direct** to accelerate SRE journey: aggregated data from **Dynatrace & ServiceNow**, built unified ops views and workflows.
- Integrated **AWX** for **event automation** and self-service ops; reduced manual interventions across incident & change processes.
- Built POCs with **Harness** (CI/CD), showcasing automated build/deploy, progressive delivery, and policy checks.
- Evaluated **Nagios, Thousand Eyes, New Relic** for infra/network/app performance; produced comparative findings and adoption recommendations.

## Software Engineer

*Impetus Technologies*

05/2021 – 12/2024 | Client: Transunion | Noida

- Migrated legacy monoliths to **Kubernetes microservices** (Docker + GKE, EKS), improved scalability, resilience, and release velocity.
- **Cloud networking & security:** Designed **VPC/VNet** with private subnets, secure ingress (**ALB/App Gateway**), controlled egress (**NAT/Firewall**); removed public exposure for core services.
- Implemented **IAM/RBAC & secrets management** (**AWS KMS / GCP Secret Manager**) integrated with CI/CD; enforced least privilege and automated key rotation.
- Implemented production-grade **CI/CD pipelines** using Jenkins, incorporating blue/green and canary deployments, reducing rollback frequency by 30%.

- Developed **Ansible Playbooks** to automate software provisioning, deployment, configuration updates, and system maintenance, reducing manual intervention.
- Tuned **HPA/VPA** and resource requests/limits; lowered compute costs by ~**20%** while meeting p95 latency targets.
- Standardized **Terraform modules** for network, compute, and Kubernetes add-ons; cut provisioning time by ~**80%** and improved reproducibility.
- Leveraged **Splunk/ELK** for log analytics with custom dashboards; accelerated troubleshooting and reduced mean time to detect.
- Conducted **vulnerability assessments** and applied necessary patches to mitigate security risks and ensure compliance.
- Utilized **Prometheus, Grafana, and Dynatrace** for real-time monitoring and alerting, enabling proactive system management and performance optimization.
- Configured and deployed **VPN solutions** for customers using **Libreswan** and **StrongSwan**.
- Migrated VMWare to AWS; used EC2, ELB, S3, RDS.
- Managed customer tickets and provided **Oncall supports** for alerts, ensuring timely resolution and customer satisfaction.
- Mitigated **security risks** by conducting regular vulnerability assessments and applying necessary patches.

## Software Engineer

*Cavisson Systems*

10/2018 – 03/2021 | Client: Kohl's | Noida

- Implemented robust **monitoring (APM, ) and alerting tools** to reduce system downtime for critical applications.
- Performed **performance testing, monitoring, and diagnostics** to optimize enterprise app reliability and throughput.
- Implemented **Jenkins CI/CD** pipelines for build/test/deploy, improved automation and release cadence.
- Provisioned environments using **Terraform**; established logging/monitoring baselines and monthly patch workflows.
- Containerized workloads with **Docker/Docker-Compose**; streamlined packaging and deployment.
- Managed configuration, change, release, and build processes on **Linux**, maintaining system integrity and uptime.
- Worked with software development and testing team members to design and develop robust solutions to meet **client requirements** for functionality, scalability, and performance.