

Alok Xavier

SRE — DevOps Engineer — Cloud Engineer

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PROFILE

- DevOps/Site Reliability Engineer with over 4 years of experience supporting application teams across infrastructure, cloud operations, change and incident management ensuring scalable, secure and highly available systems.
- Proficient in building and managing cloud-native environments using infrastructure-as-code, automating deployments via CI/CD pipelines and implementing robust monitoring, alerting, and access control practices.
- Actively collaborate with cross-functional teams across run/support operations, ensuring reliability, scalability, and uptime for enterprise scale, globally used real-time applications.

EXPERIENCE

Systems Engineer <i>Tata Consultancy Services</i>	Aug 2021 - Present Kochi, Kerala
<ul style="list-style-type: none">• Member of the global SRE team managing infrastructure for 16+ enterprise applications across 23+ AWS accounts for Avis Budget Group. Responsible for end-to-end reliability, CI/CD systems, and platform infrastructure.• Administer 1500+ servers along with core AWS IaaS services, Terraform-based IaC, and DevOps tools such as Bitbucket, Jenkins, ArgoCD, and CodeCommit, ensuring seamless operations across diverse application stacks.• Manage and renew 500+ SSL certificates across AWS (Cloudfront, ALB and NLB) while coordinating monthly OS patching, AMI upgrades, and security updates across multi-account environments to ensure compliance.• Primary point of contact for deployment support, pipeline failures, and P1 incidents, coordinating across application, platform, and networking teams to troubleshoot issues, restore services, and ensure smooth production releases.• Collaborated with application teams to build observability dashboards across multiple applications using CloudWatch, Splunk, Dynatrace and Grafana, and handled incident response for alerts escalated by L1 teams.• Partnered with FinOps team and onboarded Sedai to implement AI-driven cost anomaly detection, drive gp2-to-gp3 storage migration, and right-size EC2/EKS workloads, achieving 20% cost savings through resource optimizations.• Served as a key representative in securing the AWS Resilience Services Competency through collaboration with AWS during assessment and validation phases, and received a Service and Commitment Award in recognition of efforts.	

PROJECTS

EKS-GitOps-DevOps-Project AWS, Terraform, Kubernetes, GitHub Actions, ArgoCD	
<ul style="list-style-type: none">• Provisioned AWS EKS clusters using Terraform with reusable modules and remote state management, and built CI pipelines to automate Docker image builds and application packaging.• Designed Kubernetes deployment manifests to support scalable, repeatable application rollouts and implemented continuous delivery using ArgoCD, enabling declarative Kubernetes deployments from version-controlled manifests.	

TECHNICAL SKILLS

Cloud & Infrastructure: AWS, GCP

Version Control & SCM: Git, Bitbucket, CodeCommit

Infrastructure as Code (IaC): Terraform

Scripting & Automation: Shell Scripting

Containerization & Orchestration: Docker, Kubernetes

Monitoring & Logging: Grafana, Prometheus, Dynatrace

CI/CD & GitOps: Jenkins, ArgoCD, Github Actions

Ticketing & Collaboration: Jira, ServiceNow, Confluence

CERTIFICATIONS

AWS Certified Solutions Architect – Associate

AWS Certified AI Practitioner

Google Cloud Certified – Associate Cloud Engineer

EDUCATION

Engineering - Bachelor of Technology

Aug 2017 - June 2021

Federal Institute of Science and Technology

Angamaly, Kerala