

# 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

Aug 2021 - Present

*Tata Consultancy Services*

*Kochi, Kerala*

- 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



- 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

**Infrastructure as Code (IaC):** Terraform

**Containerization & Orchestration:** Docker, Kubernetes

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

**Version Control & SCM:** Git, Bitbucket, CodeCommit

**Scripting & Automation:** Shell Scripting

**Monitoring & Logging:** Grafana, Prometheus, Dynatrace

**Ticketing & Collaboration:** Jira, ServiceNow, Confluence

## CERTIFICATIONS

**AWS Certified Solutions Architect – Associate**

**Google Cloud Certified – Associate Cloud Engineer**

**AWS Certified AI Practitioner**

## EDUCATION

**Engineering - Bachelor of Technology**

*Federal Institute of Science and Technology*

Aug 2017 - June 2021

*Angamaly, Kerala*