

# Aman Kumar

IT Professional with 16+ years in **Observability**, SRE, **Incident Command**, Change Management, and Datacenter Operations, with proven expertise managing large-scale **Cisco WebEx** environments and driving service reliability through RCA, monitoring, and cross-team collaboration.

[aman.kumar7562@gmail.com](mailto:aman.kumar7562@gmail.com)

**Mob - +91-9650343294**

[linkedin.com/in/amankumar7562](https://www.linkedin.com/in/amankumar7562)

## EXPERIENCE

### Capgemini — Site Reliability / Observability Engineer & Incident Commander

SEPT 2022 - Till Present

- Directed real-time incident response for global Cisco WebEx microservices, ensuring **99.9%+ uptime** across millions of users.
- Optimized observability by fine-tuning Grafana dashboards & Prometheus metrics, reducing MTTR by **20%**.
- Automated alerting via PagerDuty, enabling rapid escalation and cutting false positives by **30%**.
- Ensured compliance by maintaining strict monitoring segregation for FedRAMP & Commercial environments.
- Partnered with network teams using ThousandEyes to pinpoint and resolve latency issues across global regions.
- Strengthened release reliability by overseeing CI/CD-driven deployments (Harness) with integrated canary checks.
- Led multi-region DR operations, executing datacenter failover/failback with **zero customer impact**.

### HCL Technologies, Noida — Change Manager (Lead)

JULY 2021 - SEPT 2022

- Led Change Management transformation for a major US financial enterprise, ensuring smooth adoption of cloud solutions.
- Streamlined CAB processes, reducing approval cycle time by **25%** while maintaining service stability.
- Mentored and coached team members, improving compliance and reducing change-related incidents.
- Developed structured roadmaps for organizational change, improving transparency and risk mitigation.

### IBM India, Noida — Change Manager

SEPT 2016 - JULY 2021

- Drove change governance for large-scale system implementations, ensuring service stability during deployments.
- Chaired CAB & Emergency Change Committees, balancing agility with

## SKILLS

Blogging - <https://medium.com/@aman.kumar7562>

Site Reliability Engineering

Incident Commander

Change Management

Proactive Problem Management

AWS Cloud

Jenkins & Harness

GitHub

APDEX

Docker & Kubernetes

Python 3.11.2

Thousand Eye, Prometheus & Grafana

Linux Administration

JIRA & ServiceNow

## CERTIFICATION & AWARDS

Certified Kubernetes Administrator (CKA)

AWS Cloud Practitioner

ITIL V3 Foundation

HCL ITIL CFS and ISM Change Management

compliance for mission-critical systems.

- **Launched “Meet with the Change” initiative**, closing knowledge gaps across stakeholders and reducing failed changes.
- **Ensured ITIL compliance** across multiple business units, supporting uptime and operational excellence.

Microsoft Azure Fundamentals  
(AZ-900)

IBM Cloud Fundamentals

## **HCL Technologies, Noida — *Critical Incident Manager***

JUNE 2011 - AUG 2016

- **Managed critical incidents (P1/P2)** for global logistics systems, driving fast recovery of SCM & freight operations.
- **Facilitated major incident bridges**, restoring services under pressure and coordinating multi-team responses.
- **Performed Root Cause Analysis (RCA)** to prevent recurrence, reducing repeat incidents by **15% year-on-year**.
- **Improved escalation workflows**, cutting mean time to acknowledge (MTTA) by **30%**.

### **LANGUAGES**

- English & Hindi

## **Quattro Global Services PVT LTD, Gurgaon — *Outbound Sales Customer Service Representative***

FEB 2010 - OCT 2010

- **Achieved record sales** of antivirus software worth **\$5,000+ per month** through outbound US campaigns.
- Recognized for exceeding targets and delivering consistent customer value.

## **IBM Daksh Business Services PVT LTD, Gurgaon — *Technical Support Representative***

OCT 2007 - SEPT 2009

- **Provided Tier-1 broadband support**, resolving complex connectivity issues for UK customers.
- Consistently recognized in **Rewards & Recognition (RnR)** programs for outstanding service quality.

### **EDUCATION**

## **Bundelkhand University, Jhansi — *Bachelor in Science***

JULY 2004 - SEPTEMBER 2007

Completed my Bachelor's Degree and secured decent marks, and discovered myself to explore my career into communication and collaboration.