

AMAN KUMAR

Noida, India • +91-9810280454 • Kaman4119@gmail.com

PROFESSIONAL SUMMARY

Results-driven **Site Reliability Engineer (SRE)** with 6+ years of experience in **Observability Engineering, Monitoring, AWS Cloud, Linux Administration, Automation and Incident Response**. Skilled in building and optimizing monitoring frameworks using **New Relic, Datadog, ELK (working knowledge), Docker, Kubernetes, AWS CloudWatch, Dataset and LogRocket**. Experienced in **Python and Shell scripting**, CI/CD integration, log ingestion and parsing, dashboard creation, alerting, and improving system reliability, MTTR, and uptime.

CORE SKILLS

Observability & Monitoring: New Relic, Datadog, Dataset, LogRocket, Synthetic Monitoring, ELK (working knowledge)

Cloud & Infrastructure: AWS (EC2, CloudWatch, S3, Lambda, IAM, EKS), Unix/Linux Administration

Containerization & CI/CD: Docker, Kubernetes, Bitbucket CI/CD, Git

Automation & Scripting: Python, Shell (Bash), SQL

Data Operations: Log Parsing, Data Ingestion, Metrics Visualization, Dashboard Design

Other Tools: Jira, Incident Management, RCA Reports, SLO/SLI Monitoring

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS)

IT Analyst - Site Reliability Engineer

Aug 2019 – Present Supporting BJ's Wholesale Club, a leading US retail enterprise, ensuring system availability, performance, and operational excellence across microservices environments.

Key Responsibilities & Achievements: -

- Implemented observability solutions using New Relic, Dataset, Datadog, and LogRocket, improving incident detection efficiency and reducing diagnostic time.
- Designed automated monitoring capabilities using Python and Shell scripting, reducing manual intervention by 60% and improving operational efficiency.
- Built and optimized data ingestion and visualization dashboards for microservices across AWS and Kubernetes environments.

- Reduced monitoring noise by 30% by fine-tuning alert rules, log parsing patterns, and metric thresholds.
- Conducted log analysis and system troubleshooting to identify latency bottlenecks, achieving **15% improvement in application response times**.
- Managed monitoring-as-code setup integrated into CI/CD pipelines using Bitbucket. - Played a key role in major incident response, including war-room coordination, service impact communication, and detailed RCA documentation.
- Configured and monitored workloads running on Docker and Kubernetes, including pod performance, cluster health, and service-level dependencies.
- Ensured high service uptime (**99.9%+**) across distributed production workloads.
- Mentored junior engineers on observability best practices, incident handling, and automation approaches.

CERTIFICATIONS

- Full Stack Observability Practitioner Exam – New Relic
- Google IT Automation with Python

EDUCATION

Bachelor of Technology (B.Tech) – Computer Science Engineering

AKTU University – Greater Noida, UP

Intermediate – Science (CBSE)

Kendriya Vidyalaya, Noida

High School (CBSE)

Kendriya Vidyalaya, Noida

I hereby declare that the information provided is accurate to the best of my knowledge.

Place: Noida

Date: