

## 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**.

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## 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

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## 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.
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## CERTIFICATIONS

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

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

**Place:** Noida

**Date:**