

## SUMMARY

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Experienced Site Reliability Engineer (SRE) and DevOps Engineer with expertise in cloud infrastructure, automation, observability, and distributed systems. Skilled in AWS, Azure, Kubernetes, Terraform, Ansible, and CI/CD, ensuring high availability, scalability, and performance optimization. Strong background in incident management, reliability engineering, chaos testing, and financial services. Passionate about building resilient, automated, and secure cloud-native architectures to drive operational excellence.

## WORK EXPERIENCE

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### JP Morgan Chase & CO

**August 2022 – Present**

#### Site Reliability Engineer III

**Plano, TX**

- Designed highly available, fault-tolerant distributed systems with **automated provisioning, scaling, and failover strategies** in AWS and Kubernetes using **Terraform**
- Implemented observability solutions using **Grafana, Dynatrace, Data Dog, Cloud Watch, X-Rays and Splunk**, enabling real-time monitoring, logging, and alerting for distributed systems.
- Established **SLIs, SLOs, and error budgets**, aligning system reliability with business goals.
- Designed and maintained **SLO-based alerting** with black-box and white-box monitoring, improving **system reliability and incident detection**.
- Automated log analysis and **anomaly detection**, reducing mean time to detection (**MTTD**) for incidents by 30%.
- Developed **custom dashboards for latency, performance, and health metrics**, driving data-driven system optimizations.
- Led **blameless post-mortems** and **authored RCAs**, enhancing incident response processes and reducing recurrence.
- Reviewed and optimized distributed architectures migrating to AWS, improving scalability and reliability with **ECS Fargate, EKS, and Docker**.
- Developed self-healing infrastructure with **event-driven automation**, leveraging AWS Lambda, Step Functions, and Kubernetes Operators to **proactively remediate failures**.
- Ensured **high availability and scalability** by implementing **auto-scaling, load balancing, and multi-region deployments**.
- Automated **infrastructure provisioning** with **Terraform and Ansible**, ensuring **scalability, repeatability, and compliance**.
- Designed and optimized **CI/CD pipelines** using **Jenkins and GitLab**, reducing deployment time and operational toil.
- Implemented blue-green and canary deployments, ensuring **zero-downtime releases** with seamless rollback strategies.
- Applied **chaos engineering** to test resilience and failure recovery, improving fault tolerance and system uptime.

### Apple

**March 2020 – July 2022**

#### Site Reliability Engineer

**Remote**

- Enhanced system observability by implementing and maintaining real-time monitoring solutions using **Splunk, Prometheus, and Grafana**, proactively identifying issues before user impact.
- Designed and maintained **SLIs, SLOs, and error budgets** for **Apple Pay, Apple Cash, and Apple Card** services, improving reliability and reducing incident recurrence.
- **SME for Apple Cash and AMEX**, handling customer issue escalations, collaborating with **Green Dot & Amex**, supporting payment processing, incident management, and monitoring, ensuring seamless transaction flow.
- Provided **on-call support and incident management**, troubleshooting issues for **Apple Pay applications** and collaborating with external banking vendors (Amex, Discover, Visa, Mastercard, Goldman Sachs, Green Dot) to resolve customer-impacting incidents.
- Led **blameless postmortems**, conducted **root cause analysis (RCA)**, and implemented long-term fixes to improve Apple Pay's service reliability.
- Developed automated alerting and telemetry pipelines, reducing false positives and increasing **monitoring efficiency by 25%** for Apple Cash.
- **Created end-to-end monitoring solutions** for **Apple Cash family features**, identifying and resolving 50% of customer facing backlog tickets and 30% of Amex-related Apple Pay issues.
- **Built and optimized CI/CD pipelines** for Apple Pay Later, integrating with **Amazon EKS and CloudFormation**, reducing deployment cycles by **50%**.
- Automated **AWS infrastructure provisioning** for Apple Pay Later using **CloudFormation Templates (CFT)**, minimizing manual configuration errors by **30%**.

**Ericsson**

**February 2018 – February 2020**

**Automation Engineer**

**Plano, TX**

- Created, tested, and deployed **YAML and ENV** files in AT&T Integrated Cloud and Network Cloud, ensuring seamless deployments.
- **Developed YAML & Python scripts for zone-specific upgrades**, reviewing changes with leads and verifying merged code in the integration pipeline to uplift versions and fix bugs.
- Designed and maintained **Kubernetes deployments**, creating **Pod definitions, services, and YAML configurations** to customize workloads in a **Kubernetes environment**.
- Automated Kubernetes operations, troubleshooting pod-related issues and optimizing interactions with the **Kubernetes API Server**, reducing manual intervention.
- Developed and automated infrastructure provisioning using **Ansible playbooks** for virtual and physical instance management, configuration, patching, and software deployment in Azure environments, leveraging **Azure Virtual Machines (VMs), Azure Container Instances (ACI), and Azure Kubernetes Service (AKS)**.
- Built and managed **Docker container images**, handling tagging, pushing, and container lifecycle management using Docker consoles.

**SKILLS**

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- **Programming and Scripting Languages:** SQL, NoSQL, Python Shell, Bash, C, C++, YAML, XML, JSON
- **Observability & Monitoring:** Logging & Monitoring (Splunk, Dynatrace, Nagios, Prometheus, Grafana, Datadog, New Relic, ELK Stack, Cloud Watch, X-rays, Thousand Eyes ), Distributed Tracing (Jaeger, OpenTelemetry), Log Aggregation & Analysis
- **Site Reliability Engineering:** Incident Management & Root Cause Analysis, Reliability, Availability, and Performance Optimization, Chaos Engineering & Disaster Recovery, FMEA, Service Level Objectives (SLOs) & Error Budgets, Capacity Planning & Autoscaling
- **CI/CD & DevOps:** GitHub Actions, CircleCI, Jenkins, Docker, Kubernetes, Spinnaker Infrastructure as Code (Terraform, CloudFormation), Configuration Management (Ansible, Chef)
- **Cloud Technologies:** AWS(EC2, ECS Fargate, EKS, Lambda, DynamoDb, S3, VPC, Route53, IAM) & Openstack
- **Agile & Collaboration:** JIRA, Confluence, GitHub
- **Chaos Engineering & Failure Injection Testing:** Gremlin, AWS FIS, Chaos Mesh

**EDUCATION**

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- **Master's Degree in Computer Information Science** - Kent State University Kent, Ohio
- **Bachelor's Degree in Electronics and Communication Engineering** - JNTUH Hyderabad, India

**CERTIFICATIONS**

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- Amazon Web Services Solutions Architect - Associate
- CKA: Certified Kubernetes Administrator
- HashiCorp Certified: Terraform Associate
- Gremlin Certified Chaos Engineering Professional