

ARVIND SWAMI GANESHAN

Site Reliability Engineer | Observability Engineer | Production and Platform Engineer

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Right to Work: UK Graduate Visa (valid until end of 2026) | **Availability:** Immediate | **Location:** UK-wide (open to relocation)

PROFESSIONAL SUMMARY

Site Reliability Engineer with **5+ years'** experience maintaining high-availability production systems within regulated financial services environments. Strong background in **on-call incident response (PagerDuty)**, **ITIL-based incident, problem, and change management**, **full-stack observability (Dynatrace)**, proactive monitoring, and automation-driven reliability improvements using **Python and Ansible**. Proven impact including **25% reduction in production downtime**, **30% improvement in MTTR**, and large-scale deployment automation across **30,000+ servers** with **85% manual effort reduction**. Experienced in **AWS provisioning**, **Linux-based troubleshooting**, **CI/CD pipeline stability**, and **governance-driven operational resilience**. Focused on building scalable observability platforms, improving system reliability through SLI/SLO measurement, and embedding automation to eliminate operational toil.

KEY SKILLS

- **Production Reliability:** High-availability systems, SLA and SLO alignment, MTTR reduction, post-incident reviews
- **On-Call and Incident Response:** PagerDuty, incident triage, escalation management, root cause analysis
- **Observability Engineering:** Dynatrace (dashboards, alerting, management zones), Geneos, XPOLOG, proactive health checks
- **Monitoring and Alerting:** Threshold tuning, noise reduction, alert routing, ServiceNow integration
- **Automation for Reliability:** Python, Ansible, Bash, Perl, deployment orchestration, toil elimination
- **Cloud and Infrastructure:** AWS (EC2, S3, Marketplace), ServiceNow catalogue workflows, capacity planning
- **CI/CD and Release Stability:** Jenkins, GitHub Actions, Git, deployment failure remediation, release reliability
- **Linux and Systems:** RHEL/CentOS, performance troubleshooting, log analysis, SQL-based production triage

WORK EXPERIENCE

Outlier.ai (Remote, UK) | Reliability and CI/CD Optimisation Consultant (Remote) | Feb 2025 – Present

- Improved application reliability by optimising Java and Python services using profiling and structured refactoring, reducing recurring production defects by **20%** across **10 repositories**.
- Stabilised CI/CD pipelines (**Jenkins and GitHub Actions**) through dependency analysis and build failure remediation, reducing release-blocking failures by **35%** across **6 projects**.
- Conducted structured code and dependency reviews to prevent production regressions, improving deployment confidence and system resilience across delivery teams.

Müller Dairy UK | Operational Reliability Engineer | Shropshire, UK | Oct 2024 – Jan 2025

- Applied structured root cause analysis to reduce unplanned production downtime by **10%**, reinforcing reliability-first operational practices across manufacturing systems.
- Implemented KPI-based performance monitoring to improve throughput by **6%**, aligning operational metrics with availability and efficiency targets.
- Strengthened process control and traceability through standardised documentation, reducing record errors by **30%** across **120 batches per week** and improving audit readiness.

BNP Paribas | Site Reliability Analyst (Observability and Production Support) | Mumbai, India | Oct 2022 – Sep 2023

- Provided scheduled **on-call production support** using **PagerDuty**, owning incident triage and escalation for **12 business-critical services** with **99%+ availability**.

- Engineered proactive observability improvements in **Dynatrace**, tuning alerts and building custom dashboards to reduce downtime by **25%** and improve MTTR by **30%**.
- Designed recurring health-check automation combining **Dynatrace metrics, Linux diagnostics, and log analysis (XPOLOG and Geneos)**, reducing unplanned incidents by **15%**.
- Eliminated operational toil by automating deployment workflows using **Python and Ansible (IVELO platform)**, reducing manual effort by **85%** and saving **180+ hours** across **30,000+ servers**.
- Provisioned compute and storage via **AWS Marketplace** using **ServiceNow service catalogue and approvals workflows**, reducing provisioning lead time by **40%** and preventing capacity shortfalls for **15 production systems**.
- Improved change governance and rollback readiness by maintaining **Confluence runbooks** and linking **ServiceNow CRQ IDs** to deployment notes, reducing recovery time by **20%**.
- Governed **Netwrix Change Tracker** integrity monitoring to achieve **98% audit coverage** across **1,200 APAC servers**, supporting regulatory compliance baselines.

Infosys Limited | Systems Engineer (Production Reliability and Release Engineering) | Pune, India | Sep 2021 – Sep 2022

- Reduced production incident MTTR by **25%** using Linux-based troubleshooting, log analysis, and SQL triage, improving SLA attainment to **99%** across supported services.
- Improved release stability using **Git and CI pipelines (Jenkins and GitHub Actions)**, reducing failed deployments by **20%** across **12 releases per quarter**.
- Optimised database query performance through indexing and execution plan analysis, improving report performance by **35%** and reducing database-related production incidents by **25%**.
- Closed **12 critical Log4j vulnerabilities** within **7 days** through coordinated patching, dependency scanning, and governance sign-off.

Infosys Limited | Senior Operations Executive (Platform Reliability and Automation) | Pune, India | Sep 2020 – Sep 2021

- Led Oracle database upgrades (10g to 12c to 19c) supporting **8 applications**, limiting downtime to **2 hours** through rigorous migration planning, rollback testing, and validation.
- Automated regression testing using TestComplete with Gherkin BDD, improving testing efficiency by **40%** and shortening validation cycles by **3 days**.

Infosys Limited | Operations Executive (Automation and Reliability) | Mumbai/Pune, India | Sep 2018 – Sep 2020

- Automated data processing pipelines using Perl scripting and orchestration, increasing throughput by **500 files per day** and reducing manual operational effort by **60%**.

KEY PROJECTS

IVELO Deployment Automation Platform | BNP Paribas

Python, Ansible, SQL, Linux

- Orchestrated reliability-focused automation delivering **30+ deployments** across **30,000+ servers**, achieving **85%** effort reduction and **180+ hours saved** with full rollback traceability.
- Integrated automated post-deployment validation using SQL health checks, reducing production defects by **25%**.

Enterprise Observability and Alerting Platform | BNP Paribas

Dynatrace, Python, SQL, ServiceNow

- Designed and implemented full-stack observability coverage across **4,000+ servers**, building **50+ dashboards** and integrating Dynatrace alerts with ServiceNow incident workflows to enable proactive reliability management.

Production Database Migration Validation | LexisNexis (via Infosys)

Oracle, PL-SQL

- Engineered automated data validation routines for production database upgrades, delivering **zero data loss, 99.9% accuracy**, and reducing manual verification effort by **50%**.

Global Compliance and Integrity Monitoring | BNP Paribas

Netwrix Change Tracker, Dynatrace

- Implemented file integrity and compliance monitoring across **4,000+ servers**, achieving **100% compliance** across the APAC region within **6 months**.

EDUCATION

Cranfield University | MSc Management and Information Systems | Cranfield, UK | Oct 2023 – Sep 2024

- Dissertation: *Digital Twin Data Security* — NIST and ISO 27001 control mapping for secure data exchange in industrial IoT environments.

- Delivered a scalable training prototype within **3 months**, designed for **70,000+ users** with iterative client feedback cycles.
- University of Mumbai | BSc Information Technology

Mumbai, India | Jun 2015 – Jul 2018

PROFESSIONAL DEVELOPMENT AND CERTIFICATIONS

- **McKinsey Forward Programme** (Completed, 2025): Problem-solving, strategic communication, and stakeholder management for high-impact technical environments.
- **Pursuing:** AWS Solutions Architect Associate | Certified Kubernetes Administrator (CKA) | HashiCorp Terraform Associate.

AWARDS

- **Insta Award** (September 2019): Recognised for high-impact contribution to production automation project.
- **Insta Award** (September 2022): Recognised for delivery-critical production reliability fixes during major release cycle.