

## Contact

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avinashdharan (LinkedIn)

siliconfootprints.in (Blog)

## Top Skills

Cloud Computing

Software as a Service (SaaS)

Python

## Languages

English (Native or Bilingual)

Tamil (Native or Bilingual)

Malayalam (Full Professional)

Telugu (Elementary)

Telugu (Elementary)

Hindi (Elementary)

## Certifications

SQL (Intermediate) Certificate

Cisco Certified Interviewer Award

DevOps Foundations: Site Reliability Engineering

Cisco Certified Devnet Associate

# Avinash Sasidharan

Leader, Site Reliability Engineering at Cisco Systems | Ex-IpInfusion  
Bengaluru

## Experience

Cisco

9 years 10 months

Leader, Engineering

December 2021 - Present (2 months)

Bengaluru, Karnataka, India

Software Engineer

April 2012 - December 2021 (9 years 9 months)

Bangalore

- 9+ years of experience in design, implementation and global operations support for Webex Cloud infrastructure.
- Efficient in independently handling large installations and upgradation.
- Lead various cluster build/cutover/migration projects across continents from scratch and worked with various teams to drive it to completion
- Have automated various RPM based(yum) and Puppet based deployments.
- Work with cross functional teams for troubleshooting and providing root cause analysis for each service impacting incident with all possible corrective actions for improvement.
- Troubleshooting to identify and resolve customer issues related to WebEx Meetings Suite.
- Work directly with Engineering & Product management teams for continuous enhancements and for troubleshooting.
- Participate in product design discussions and make recommendations.
- Prepare Run books and provide training to support teams.
- Responsible to maintain 24/7 service to customers and reduce mean time to detect(MTTD) & mean time to recover (MTTR) in case of service interruption thereby meeting the SLA.
- Experience with Cloud Ops tools like Remedy 7 (ticketing tool), MCT, BMC Pro active & Entuity (device level Monitoring, switch/server/port), home grown customer simulator (synthetic transactions).
- Experience in deploying Docker containers and images.
- Have basic knowledge of Data center virtualization(VMware), Application deliver controllers like Citrix Netscaler, Hadoop, Logstash, puppet.

- Experience with enterprise analytics monitoring solutions (e.g., New Relic, Circonus)
- Experience in network monitoring solutions (e.g. Thousand eyes, Gomez)
- Specialties: SAAS, Cloud Operations, Service Engineering / Dev Ops, Enterprise Architecture.

## IP Infusion

### Associate Software Engineer

July 2011 - April 2012 (10 months)

- Worked in protocol development of a stack called ZebOS.
- Developed APIs for Bi-directional forwarding detection(BFD) protocol.

## JustGRE

### Marketing Intern

July 2010 - June 2011 (1 year)

Coimbatore

- Devised a plan for marketing JustGRE in hiring Campus Ambassadors.
- Interviewed and recruited 100+ Campus Ambassadors across colleges in India.

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## Education

### Amrita School of Engineering

B. Tech, Information Technology · (2007 - 2011)

### Lakshmi School

XII (ISC), Maths, Physics, Chemistry and Computer Science · (2005 - 2007)