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SKILLS

- CI/CD: Jenkins, GitHub Actions, ArgoCD
- Cloud Platforms: AWS (EC2, S3, Lambda, RDS, VPC, EKS, IAM, CloudWatch), Azure
- Containerization: Docker, Kubernetes (EKS), Helm
- Programming: Python3, Shell Scripting, Groovy,
- BigData: HDFS, Hive, Kafka, Kafka-Connect,
- Security: SSL/TLS, SonarQube, Trivy, ESM
- Database: MySQL, postgresql, MariaDB
- Operating Systems: Ubuntu, RHEL, SLES, Manjaro
- Other tools: HAProxy, Nginx, TailScale
- Version Control: Git, Github, BitBucket, Nexus Repository, JFrog Artifactory
- Infrastructure as Code: Terraform, Ansible
- Monitoring & logging: Prometheus, Nagios, Grafana, CloudWatch
- Incident management: Jira, ServiceNow
- Concepts & Practices: CI/CD Pipeline Design, Split-Plane Architecture, Disaster Recovery Planning, Monitoring & Alerting, HA/FT, SRE, Blue-Green

CERTIFICATIONS

- Microsoft Azure Fundamentals, H899-1594
- DevOps Agile Development: Skillsoft

SANTOSH BITRA

DevOps Engineer

Versatile and results-driven Senior DevOps Engineer with over 7 years of experience in designing, implementing, and managing cloud-native and telecom platforms. Adept at building highly available, secure, and multi-tenant architectures leveraging Kubernetes, AWS services, and industry best practices. Proven expertise in automating CI/CD pipelines using Jenkins, GitLab CI/CD, ArgoCD, and GitHub Actions, ensuring rapid and reliable software delivery across diverse customer environments.

Skilled in orchestrating end-to-end DevOps solutions involving data ingestion (EDCF, Kafka), distributed storage (HDFS, Linux FS), and visualization layers (MariaDB, dashboards). Known for implementing tenant isolation, security best practices, and robust observability frameworks using Prometheus, Grafana, and Vault.

Recognized for reducing deployment time by 60%, cutting vulnerabilities by 25%, and optimizing cloud resource usage, resulting in significant cost savings. Passionate about mentoring teams, driving DevOps culture transformation, and delivering secure, scalable, and resilient systems.

EXPERIENCE

Senior DevOps Engineer
Ericsson Global

Dec 2022 – Present
Bangalore

- Led critical DevOps initiatives for a multi-tenant telecom analytics platform ingesting and processing Telecom data from customers using the Ericsson Data Collection Framework.
- Designed and implemented robust CI/CD pipelines using Jenkins, ArgoCD, and Bitbucket to deploy microservices and infrastructure on AWS (EKS, EBS, ALB, ECR, Route53, CloudWatch).
- Contributed to tenant isolation architecture using EKS namespaces, HDFS ACLs, MariaDB schema-level permissions, and RBAC/SSO-based access controls for secure, multi-tenant operations.
- Developed and managed real-time data ingestion pipelines with Kafka, SFTP, and custom agents, ensuring secure and efficient data flow across customer environments.
- Implemented infrastructure as code practices using Terraform and Ansible, streamlining deployments and ensuring consistency.
- Utilized Helm for Kubernetes deployments, improving release consistency, versioning, and rollback capabilities.
- Strengthened system security by integrating Trivy scans, SonarQube analysis, TLS/SSH hardening, and strict access controls.
- Leveraged Datadog for comprehensive monitoring and observability, integrating AWS CloudWatch to gather real-time metrics and correlate logs—ensuring proactive incident management on AWS platforms.
- Enhanced CI/CD processes by incorporating GitLab for seamless code integration and collaboration, which streamlined deployments on AWS using automated workflows and container orchestration.
- Integrating AWS CodeBuild into CI/CD workflows while designing secure VPC architectures for efficient network isolation.

- Advance Docker Orchestration: Skillsoft
- DevOps Continuous Monitoring : Percipio
- Hadoop Administration : Percipio
- DevOps Best Practices 2024: Skillsoft
- RApps - Telecom and DevOps : Skillsoft
- MLOps (Ongoing): SkillfyMe

AWARDS

- DXC Quarterly Champ Award - Q3 FY21
- DXC Quarterly Champ Award - Q1 FY22
- DXC Quarterly Champ Award - Q2 FY22
- DXC Collaborators Award - H1 FY22
- Ericsson Star Champ - FY23
- Service Delivery Excellence - FY24

- Facilitated blue-green deployments, helping reduce release cycles by 15%, while supporting high availability (HA), disaster recovery (DR), and cost optimization strategies.
- Contributed to internal POCs, technical knowledge sharing, and training sessions on DevOps pipelines, Kubernetes best practices, and secure deployment workflows.
- Automated key tasks using Python and Shell scripting, improving pipeline efficiency and reducing manual intervention.
- Enhanced observability and compliance by combining AWS CloudWatch with AWS CloudTrail for detailed monitoring

BigData and DevOps Engineer
DXC Technologies

Dec 2019 – Dec 2022
Bangalore

- Implemented monitoring for Hadoop clusters (MCS), hosts (Nagios, Prometheus), and integrating with JIRA for real-time alerting and efficient incident tracking
- Handled critical responsibilities by managing infrastructure alerts & escalations, coordinating with HPE and MapR support to ensure cluster stability through cross-functional collaboration.
- Built robust pipelines integrating Innolab agents with ecosystem apps, enhanced data workflows, designed CI/CD, and containerized UI apps with Docker for Kubernetes deployment.
- Administered clusters with upgrades, namespaces, volumes, and node lifecycle; maintained security via SSL renewal, OS patching, and Qualys remediation.
- Automated infrastructure and deployments with Ansible using reusable playbooks (25% effort reduction); developed custom monitoring scripts and plugins for app metrics.
- Managed Hadoop storage, resolving cluster issues and performing root cause analysis to ensure high availability.

Operations Engineer
IMS Health Analytics

Apr 2017 – Dec 2019
Bangalore

- Managed end-to-end data pipelines from RDBMS to HDFS & Hive partitions to ensure reliable campaign and client data ingestion.
- Supported Hadoop ecosystem operations: cluster patching, upgrades, HDFS quota management, snapshots, data rebalancing, and node commissioning and decommissioning
- Optimized YARN performance led RCA for ingestion, job and system failures, resolved issues using Hadoop logs and monitoring tools : Ambari, Nagios
- Installed and maintained Linux systems and MySQL, automated tasks with shell scripting, and designed backup and DR procedures.
- Integrated monitoring for Hadoop and ingested data from UNIX to HDFS.

EDUCATION

B.Tech in Electronics
Bharati Vidyapeeth Deemed University

Mar 2017
Pune