



+91-7276794114



mail.santoshbitra@gmail.com



<https://www.linkedin.com/in/santosh-b-310a1781/>



<https://medium.com/@santoshbitra>

# SANTOSH BITRA

## DevOps Engineer

Versatile and results-oriented Senior DevOps Engineer with over 7 years of experience across both service-based and product-based organizations. Skilled at navigating diverse working models and delivering tailored DevOps solutions that align with business goals. Demonstrated expertise in architecting and managing cloud-native and telecom platforms with a focus on high availability, security, and multi-tenancy using Kubernetes and AWS / Azure services.

Proficient in automating robust CI/CD pipelines with Jenkins, GitLab CI/CD, ArgoCD, and GitHub Actions to ensure fast, reliable, and repeatable software delivery across heterogeneous customer environments. Experienced in orchestrating end-to-end DevOps workflows involving data ingestion (EDCF, Kafka), distributed storage (HDFS, Linux FS), and data visualization (MariaDB, dashboards).

Recognized for implementing security best practices, tenant isolation, and observability frameworks using Prometheus, Grafana, and Vault. Successfully reduced deployment times by 60%, mitigated vulnerabilities by 25%, and optimized cloud resource consumption, resulting in measurable cost savings. Passionate about mentoring teams, driving DevOps culture adoption, and building secure, scalable, and resilient systems.

## EXPERIENCE

### Senior DevOps Engineer

Dec 2022 – Present

Ericsson Global

Bangalore

- **Led critical DevOps initiatives** for a multi-cloud and multi-tenant analytics platform ingesting and processing 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, CloudTrail, VPC**), while also integrating **Datadog** to enhance observability.
- **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** 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 across all **AWS** services.
- **Utilized Helm charts for Kubernetes deployments**, improving release consistency, versioning, and rollback capabilities.
- **Strengthened system security** by integrating **Trivy** scans, **SonarQube** analysis, **HashiCorp Vault** for secrets management, **TLS/SSL** hardening, and enforcing strict access controls.
- **Facilitated blue-green deployments**, reducing release cycles by 15% and supporting **high availability (HA)**, **disaster recovery (DR)**, and cost optimization strategies.

## SKILLS

- CI/CD: Jenkins, GitHub Actions, ArgoCD
- Cloud Platform - AWS : EC2, ECS, EKS, S3, EBS, EFS, ECR, Lambda, RDS, DMS, VPC, IAM, CloudWatch, CodePipeline, CodeArtifact
- Cloud Platform - Azure : VM, AKS, ACL, Blob Storage, Disks, Azure Files, ACR, Azure Functions, Azure Database, VNet, AAD, Azure Monitor, Azure DevOps
- Containerization: Docker, Kubernetes (EKS), Helm
- Programming: Python3, Shell Scripting, Groovy,
- BigData: HDFS, Hive, Kafka, Kafka-Connect,
- Security: SSL/TLS, SonarQube, Trivy, ESM, Hashicorp Vault
- 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
- 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

- **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 automation further by developing advanced Python scripts** for deployment orchestration and system monitoring.
- **Leveraged additional AWS services** by integrating AWS **CodePipeline**, **CodeBuild** and **CodeDeploy** into CI/CD workflows while designing secure VPC architectures for efficient network isolation.
- **Enhanced observability and compliance** by combining **AWS CloudWatch** with **AWS CloudTrail** for detailed monitoring, and by employing **AWS Route53** alongside both **AWS ALB** and **NLB** to manage DNS and load balancing—reinforcing the multi-cloud, multi-tenant environment with deep AWS capabilities.
- **Integrated Datadog** for centralized metric collection and proactive alerting, ensuring real-time visibility across **AWS** environments.
- **Further enhanced our monitoring framework by utilizing Datadog dashboards** to correlate performance metrics, speeding up incident detection and resolution.
- **Led RDS administration efforts** for production-grade workloads using Amazon RDS (**MySQL** & **PostgreSQL**), including setting up cross-region replication with **AWS DMS** to enable continuous change data capture (CDC) for disaster recovery and real-time reporting.

### BigData and DevOps Engineer

DXC Technologies

Dec 2019 – Dec 2022

Bangalore

- **Implemented monitoring for Hadoop clusters (MCS) and hosts** using Nagios and Prometheus, integrating with JIRA for real-time alerting and efficient incident tracking. Additionally, developed custom **Python** scripts to correlate metrics and trigger notifications.
- **Handled critical responsibilities** by managing infrastructure alerts and escalations, coordinating with HPE and MapR support, and ensuring cluster stability via cross-functional collaboration, while also integrating **AWS** monitoring solutions to enhance visibility.
- **Built robust pipelines** that integrate Innolab agents with ecosystem applications, enhanced data workflows, designed CI/CD pipelines, and containerized UI applications with Docker for Kubernetes deployment. Further improved process automation by implementing **Python**-based tools for pipeline health checks.
- **Administered clusters** by managing upgrades, namespaces, volumes, and node lifecycles; maintained security by renewing SSL certificates, performing OS patching, and executing Qualys remediation.
- **Automated infrastructure and deployments** with Ansible using reusable playbooks, resulting in a 25% effort reduction; developed custom monitoring scripts and plugins in **Python** for detailed app metrics.
- **Managed Hadoop storage** by 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