Dhaval Chavda

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PROFESSIONAL SUMMARY

Site Reliability and Observability Engineer with progressive experience across reliability engineering, technical support, and production observability. Began career in Site Reliability Engineering, strengthening fundamentals in system stability and operational excellence, followed by experience as a Technical Support Engineer where deep troubleshooting expertise was developed in distributed and enterprise environments. Currently focused on observability engineering, enhancing system visibility, performance monitoring, and incident response capabilities across cloud-native and containerized platforms. Skilled in Kubernetes environments, reliability practices, and DevOps methodologies aimed at improving scalability, availability, and operational efficiency.

EXPERIENCE

Site Reliability Engineer

2021 - 2024

Crest Data Systems

- Delivered measurable performance enhancements through comprehensive monitoring and ongoing preventive measures, achieving a trusted system reliability rate of 99.9%.
- Resolved over 150 incidents and outages, conducting thorough root cause analyses and executing targeted remediation plans that led to decreased downtime across critical services by 30%.
- Optimized deployment processes via cross-functional collaboration, resulting in a 30% reduction in software release time, significantly enhancing operational dependability.
- Streamlined infrastructure provisioning utilizing Ansible, Terraform, and Puppet, realizing a remarkable 40% decrease in deployment times and operational costs.
- Established robust CI/CD pipelines through Jenkins and GitLab, leading to an impressive 50% acceleration in software delivery and considerable improvements in service reliability and deployment frequency.
- Enhanced overall system performance by a substantial 30% through rigorous load testing, meticulous capacity planning, and efficient cloud resource management across AWS, GCP, and Azure environments.
- Leveraged containerization technologies such as Docker and Kubernetes to expedite application deployment processes, resulting in a significant 40% reduction in time and cost expenditures.
- Supervised AWS server management and CI/CD pipelines using Jenkins, Ansible, Puppet, Terraform, Docker, and key AWS services (EC2, ELB, S3, EBS, Auto Scaling Groups, Security Groups), ensuring robust service performance and scalability.
- Played a pivotal role in improving system uptime by 20% through proactive monitoring and alerts, which effectively reduced incident response time by 40%.
- Implemented significant automation of repetitive tasks, cutting man-hours by 50% and significantly boosting workplace efficiency.

Technical Support Engineer

2024 - 2025

Crest Data

- As a Splunk Technical Support Engineer specializing in Apps and Add-ons, I provided technical support for integrations across AWS, GCP, and other cloud environments. I worked closely with customers to troubleshoot complex data ingestion, configuration, and performance issues, ensuring reliable deployment and optimal functioning of Splunk applications in production environments. Through handling diverse enterprise support cases, I developed hands-on expertise with cloud platforms, Splunk add-ons, and the Splunk Operator for Kubernetes. This role strengthened my troubleshooting skills in distributed systems, deepened my understanding of cloud-native integrations, and enhanced my ability to diagnose and resolve issues across infrastructure, networking, and containerized environments.

EDUCATION

BSC IT. IMS & CYBER SECURITY 2018 - 2020

Gujarat University, Ahmedabad

MSC IT. IMS & CYBER SECURITY 2020 - 2023

Gujarat University, Ahmedabad

SKILLS

AWS
Docker
Jenkins
Python
Terraform
Puppet
Splunk
Shell Scripting
GCP
Kubernetes
Git
Bash
Ansible
Linux
CI/CD
Proxmox

PROJECTS

Kubernetes Homelab Infrastructure (Personal Project)

Designed and deployed a multi-node Kubernetes cluster using kubeadm on Proxmox VE Configured bridged networking and resolved Layer 2 ARP and control plane IP issues Implemented Calico CNI for pod networking Configured SSH bastion access using Tailscale + ProxyJump for secure remote access Automated cluster recovery using snapshots for rapid rollback Debugged certificate and control plane failures after IP migration

Linux | Kubernetes | Shell Scripting | Calico | Kubeadm | KVM (QEMU) | containerd | Tailscale | SSH ProxyJump | iptables | Proxmox VE

CERTIFICATIONS

RHCSA - Red Hat Certified System Administrator