LAXMI NARASIMHA REDDY GUMREDDY

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SUMMARY

Experienced **Senior Systems Engineer** with over 8 years of expertise in designing, automating, and managing scalable, high-availability infrastructure across AWS, GCP, and IBM Cloud environments. Skilled in implementing DevOps best practices, CI/CD pipelines, and observability platforms to ensure performance, security, and uptime of mission-critical systems.

Adept at leveraging infrastructure as code (Terraform, Ansible), containerization (Docker, Kubernetes), and automation workflows (Jenkins, Lambda) to improve delivery velocity and operational reliability. Strong collaborator with cross-functional teams, with a proven track record in leading platform engineering, cloud migrations, and ML-powered operational tooling.

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TECHNICAL SKILLS

OPERATING SYSTEMS	LINUX (RED HAT 4.X, 5.X, 6.X,7.X), UNIX.
VERSION CONTROL TOOLS	Bitbucket, SVN, GIT.
LANGUAGES	Bash, Python, C++, Java, HCL,Go
DATABASES	MY SQL, RDS, Realm, Hive, Firestore, Oracle, DynamoDB
APPLICATION SERVERS	WEBLOGIC, WEBSPHERE, APACHE TOMCAT, JBOSS
TOOLS	ANT, MAVEN, JENKINS, CHEF, ANSIBLE, NEXUS, ARTIFACTORY, DOCKER, KUBERNETES, ELK, SPLUNK
BUG TRACKING TOOLS	JIRA, REMEDY

CLOUD	AWS, GCP, IBM
AUTOMATION TECHNOLOGIES	TERRAFORM, CLOUD FORMATION, JENKINS, ANSIBLE
MONITORING TOOLS	AWS ELASTICSEARCH, SPLUNK, NEW RELIC, CLOUDWATCH

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PROFESSIONAL EXPERIENCE

Employer: **Qualtrics LLC**   **Oct 1, '2021 –till date**

Role: **Sr System Engineer**

Note: **Qualtrics acquired Clarabridge**

Duties and Responsibilities:

- Monitoring, logging and Alerting using ELK/Grafana/Prometheus and responsible for 100% uptime for all applications on all environments
- Responsible for providing on-call support to platform infrastructure and applications and perform root cause analysis for production and performance problems requiring research into multiple information sources.
- Working with our development and application teams to ensure that deployments are smooth, efficient, and high quality every time running via CICD Pipelines through Jenkins increasing Continuous Delivery mechanism.
- Working with Amazon Web Services EKS Clusters deployed across regions/countries and ensuring services are fully functional with no downtime and maintaining SLAs.
- Extensively work on Jenkins for continuous integration and end-to-end automation for build and deployments using Ansible and Terraform

Environment: RedHat (6.x,7.x), Hashicort Vault, Ansible, Puppet, Python, CDK, Terraform, Docker, GITLAB, JIRA, Kubernetes, Splunk and Prometheus, AWS, Jenkins, Spinnaker, Gitlab CI

Employer: **Clarabridge**   **Feb 16, '2021 – Sep 3, '2021**

Role: **Cloud Engineer**

Duties and Responsibilities:

- Provisioning, configuring, and deploying servers and virtual networks onto Cloud Platforms including troubleshooting mission critical application Infrastructure ensuring reliability.

- Establishing and implementing best practices for systems management, patching, and upgrades in an automated fashion.
- Working with Amazon Web Services EKS Clusters deployed across regions/countries and ensuring services are fully functional with no downtime and maintaining SLAs.
- Monitoring and Alerting with Elasticsearch and CloudWatch for Infrastructure and Applications to mitigate potential issues across services.
- Work in Agile manner and ensure tickets are completed in the required Window to maintain collaboration within the Team.
- Write Lambda serverless functions to automate repetitive tasks, quickly deploys critical applications, and proactively manages changes as needed.
- Work with Infrastructure Management both AWS CloudFormation and Terraform to suit needs that to be provisioned and maintained with complete Automation embedded in Jenkins pipelines
- Troubleshoot Networking issues amongst Cloud Infrastructure for threat detection alongside Infosec Teams protecting our Cloud Environment.
- Collaborating with colleagues both locally and abroad to ensure uptime and reliability of Infrastructure.
- Maintaining Security and SLAs for all our customers across the globe ensuring we protect data by implementing additional security detection components in our Cloud Environment.

Environment: RedHat (6.x,7.x), Ansible, Python, Go, Terraform, Docker, GITLAB, JIRA, Kubernetes, Jenkins, Prometheus, Networking, AWS, GCP

Employer: Neustar Inc.   **Mar 12, '2018 – Feb 12, '2021**

Role: Sr System Engineer

Duties and Responsibilities:

- As a Systems Engineer, I am responsible for large scale, customer facing, high availability mission critical applications and systems running across public cloud and multiple data centers worldwide.
- Implemented Terraform for Infrastructure Automation in AWS to leverage robust control of Infra Operations management.
- Extensively experienced in Ansible automation in Configuration management for Release Deployments, Product Upgrades and rolling patches onto Production and Customer Test Environments
- Worked as SME for Infrastructure Operations in AWS Production and Customer Test environments with migration of on-premise legacy Applications and initiation of new Project in respective environments.

- Customized and designed Jenkins-CloudFormation-Ansible integration to run pipeline job automatically for one touch deployments and later migrated to Jenkins-Terraform-Ansible for hybrid Cloud Automation and cost savings.
- Migrated entire Chef recipes to Ansible Roles and Playbooks to control Configuration management and mitigated security issues that were existed with Ansible Vault encryption
- Work in creating Docker Containers leveraging existing Linux Containers and AMI's in addition to creating Docker Containers from scratch.
- Write complex scripts and services that pull and manipulate data from heterogeneous data sources such as REST, APIs, databases, Hadoop, Flat Files.
- Implemented Jenkins-Terraform-Ansible Pipeline using Docker in Docker approach to run end to end CICD Pipelines.
- Used Python and Bash scripts to automate repetitive tasks, quickly deploys critical applications, and proactively manages change.
- Experienced in writing Lambda functions for Custom Application logic functionality in AWS to support multiple features.
- Knowledge of OSI model. TCP/IP, UDP, SIP and SS7 Protocols

Environment: RedHat (6.x,7.x), Ansible, Python, BASH Script, Terraform, Docker, GITLAB, JIRA, Kubernetes, Splunk and Prometheus, TCP/IP, UDP

Employer: Epic Systems.   **Aug 15, '2017– Feb 28, '2018**

Role: DevOps Engineer Jr

Duties and Responsibilities:

- Design and implement appropriate environments for those applications, engineer suitable release management procedures and provide production support.
- Worked in designing the Ansible playbooks which is the entry point for Ansible provisioning, where the automation is defined through tasks using YAML format. Run Ansible Scripts to provision Dev servers.
- Worked at Client site and implemented Automated strategies to assist into Cloud migration.
- Worked with Ansible playbooks for virtual and physical instance provisioning, configuration management, patching and software deployment on AWS environments through automated tools.
- Customized and Designed Terraform-Jenkins integration to run pipeline job automatically.
- Established a continuous integration (CI), continuous deployment (CD) framework with Jenkins and Subversion, Serena Dimensions utilizing CI/CD best practices
- AWS EC2 and Cloud watch services. CI/CD pipeline management through Jenkins. Automation of manual tasks using Shell scripting.

- Leveraged Terraform to automate in AWS infrastructure like EC2, IAM, VPC, EBS, Cloud Watch, Cloud Trail, Cloud Formation, Auto Scaling, IAM, S3 using JSON / HCL Scripts and general knowledge in Kubernetes.
- Worked on AWS CloudFormation and OpenStack Heat Templates for infrastructure Provisioning avoiding repetitive manual intervention for onboarding and migrating applications to AWS and OpenStack

Environment: RedHat (5.x/6.x), Terraform, BASH Script, AWS EC2, S3, IAM, AMI, Ansible, JIRA, Bitbucket, Docker,

Employer: GNR Systems Inc.   **Apr 17, '2017 – Aug 9, '2017**

Role: Software Engineer

Duties and Responsibilities:

- Automated build pipeline, continuous integration, and continuous deployment with test automation frameworks tools such as Git, Jenkins.
- Worked in liaison with Architecture, Development, Test, Security and IT Services teams
- Configured RedHat Enterprise Linux Server as a Data Storage Server.
- Deployed Java/J2EE applications to Application servers in an Agile CI environment and automated the entire process.
- Worked on creating an automated system to service the patch installations and Automated Deployments on Production and Customer Environments via Ansible.
- Configured various services, devices as well as applications of UNIX servers and worked with application team to customize the environment. Worked with Apache and developed several UNIX scripts to automate web tasks

Environment: Java/J2EE, ANT, Maven, Git, Ansible, Linux, Python Scripts, SCM, Jenkins, JIRA, Apache, Tomcat.