

GAURAV YADAV

Associate DevOps | Site Reliability Engineer



Gauravyadav.site



9896744504



Gyadav456@gmail.com

SUMMARY

Reliability-driven engineer with 3+ years of experience supporting distributed systems, triaging production incidents, and improving service performance. Skilled in AWS, Kubernetes, Terraform, CI/CD pipelines, and Datadog, with a strong focus on automation, observability, and reducing operational toil.

Proven ability to enhance system reliability, optimize monitoring, drive MTTR reduction, and collaborate with engineering teams to build resilient, scalable platforms.

WORK EXPERIENCE

Cars24 Services Private Limited

(April 2022 - October 2025)

Technical Support Analyst III

- Supported production reliability for distributed microservices using Datadog metrics, logs, traces, dashboards, monitors, and flamegraphs, improving anomaly detection and reducing MTTR.
- Led end-to-end incident response (triage, mitigation, stakeholder coordination, and deep RCA), leveraging SQL and log analysis to drive permanent fixes aligned with SLIs/SLOs.
- Identified performance bottlenecks and reliability gaps across distributed systems; partnered with Engineering and DevOps teams to implement preventive and scalable fixes.
- Built automation scripts and diagnostic tooling in Python and Bash to eliminate repetitive operational tasks and accelerate root-cause identification.
- Tuned alerting and escalation workflows, reducing alert noise and improving on-call efficiency and response quality.
- Authored runbooks, incident reports, and reliability best practices in Confluence; managed incidents, problems, and changes using JIRA.

KEY STRENGTHS

Incident Management | Troubleshooting | On-Call Management | Cross-Team Collaboration

SLOs/SLIs | Error Budgets | MTTR Reduction | RCA & Postmortems

EDUCATION

BRCM College of Engineering and Technology

Bachelor of Technology (2012 - 2016)

SKILLS

Cloud, Systems & Networking : AWS (EC2, S3, RDS, VPC, IAM, Load Balancing), Linux, Networking

Containers, Orchestration & CI/CD : Docker, Kubernetes, Jenkins, Git

Infrastructure as Code & Automation : Terraform, Ansible, Python, Bash

Observability & Reliability Engineering : Datadog (APM, Monitors, Dashboards), Prometheus, Grafana

Data & Incident Management : SQL, JIRA, Confluence

PROJECTS

Cloud Resume Challenge | AWS Serverless

Built a serverless resume website using S3, CloudFront, Lambda, and DynamoDB with full Terraform automation and Jenkins CI/CD.

Tools : AWS, Terraform, Python, Jenkins

3-Tier Highly Available Architecture | AWS

Designed a fault-tolerant 3-tier architecture using EC2, ALB, and RDS with auto-scaling and secure VPC networking.

Tools : AWS, VPC, EC2, ALB, RDS, LAMBDA

Kubernetes Cluster Operations & CI/CD

Provisioned EKS using Terraform and Helm; implemented Jenkins CI/CD pipelines to build and deploy containerized workloads.

Tools : Kubernetes, EKS, Terraform, Helm, Jenkins, Docker

CERTIFICATIONS

AWS Certified CloudOps Engineer – Associate (SOA-C03)

HashiCorp Certified: Terraform Associate (004)