

GAURAV YADAV

Production Support | Reliability Engineer



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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, and flame graphs to improve anomaly detection and reduce MTTR.
- Led end-to-end incident response (triage, mitigation, stakeholder communication, deep RCA) for high severity production issues.
- Identified performance and reliability bottlenecks across services; partnered with Engineering and DevOps teams to implement preventive and scalable fixes.
- Built automation and diagnostic scripts in Python and Bash to eliminate repetitive operational tasks and accelerate root-cause identification.
- Tuned alerting thresholds and escalation workflows, reducing alert noise and improving on-call response quality.
- Authored runbooks, incident reports, and postmortems in Confluence; managed incidents, problems, and changes using JIRA.

SKILLS

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

Containers, Orchestration & CI/CD : Docker, Kubernetes, ArgoCD (GitOps), 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, Slack

KEY STRENGTHS

IncidentManagement | 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)

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.

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.

Kubernetes Cluster Operations & CI/CD

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

CERTIFICATIONS

Certified Kubernetes Administrator (CKA) - Linux Foundation

AWS Certified CloudOps Engineer – Associate (SOA-C03)

AWS Certified Solutions Architect – Associate (SAA-C03)

HashiCorp Certified: Terraform Associate (004)