# GAURAV YADAV
## Production Support | Reliability Engineer

🌐 Gauravyadav.site
📞 9896744504
✉ Gyadav456@gmail.com

## SUMMARY

Reliability-focused engineer with 3+ years of experience supporting large-scale distributed systems and handling high-severity production incidents in 24×7 environments. Strong hands-on exposure to observability, incident management, and automation, with practical experience building cloud-native DevOps and Kubernetes platforms through production-aligned projects. Proven ability to reduce MTTR, improve monitoring quality, and collaborate closely with engineering teams.

## 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.
- Led end-to-end incident response for high-severity production issues, including triage, mitigation, stakeholder communication, and RCA.
- Identified performance and reliability bottlenecks and partnered with Engineering and DevOps teams to implement preventive and scalable fixes.
- Built Python and Bash automation scripts to reduce operational toil and accelerate root-cause identification.
- Tuned alert thresholds and escalation workflows, reducing alert noise and improving on-call effectiveness.
- 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, EKS), Linux, Networking

**Containers, Orchestration & CI/CD** : Docker, Kubernetes, ArgoCD (GitOps), Jenkins, Git, Istio, Helm

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

**Security & DevSecOps** : Kyverno (Policy-as-Code), Secure CI/CD Practices, Artifact & Dependency Scanning

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

**Data & Incident Management** : SQL, JIRA, Confluence, Slack

## 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)**

## PROJECTS

**Cloud-Native Portfolio & Serverless Platform**
Architected and deployed a secure, highly available serverless portfolio application with automated delivery, Infrastructure-as-Code, and resilience-focused design.

**Kubernetes Cluster Operations & CI/CD**
Provisioned and operated a Kubernetes cluster to practice container orchestration, application deployment workflows, and CI/CD integration.

**Cloud-Native DevSecOps Platform | Kubernetes**
Built a production-aligned reference platform to simulate secure delivery pipelines, GitOps deployments, reliability patterns, and incident-response workflows.

## CERTIFICATIONS

AWS Certified CloudOps Engineer - Associate (SOA-C03)
AWS & Devops Professional Training - Ducat Institute