

# GAURAV YADAV

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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.

## SKILLS

**DevOps & CI/CD:** Jenkins, Git, Docker, Kubernetes

**Infrastructure as Code:** Terraform, Ansible

**Cloud Platforms:** AWS (EC2, S3, RDS, VPC, IAM, Load Balancing)

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

**Scripting & Automation:** Python, Bash

**Databases & OS:** SQL, Linux

**Collaboration Tools:** JIRA, Confluence

## 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 (2012 - 2016)

Bachelor of Technology (Mechanical Engineering)

## WORK EXPERIENCE

Cars24 Services Private Limited

(April 2022 - October 2025)

### Technical Support Analyst III

- Managed production reliability for microservices using Datadog metrics, logs, traces, dashboards, monitors, and flamegraphs, improving anomaly detection and significantly reducing MTTR.
- Led incident response end-to-end: triage, mitigation, coordination, and deep RCA using SQL and log analysis, driving long-term fixes aligned with SLOs.
- Identified performance bottlenecks and reliability gaps across distributed systems; collaborated with Engineering and DevOps to deploy preventive fixes.
- Developed automation scripts and diagnostic tools in Python/Bash to eliminate repetitive operational tasks and accelerate root-cause identification.
- Improved alerting and escalation workflows, reducing noise and enhancing on-call efficiency.
- Authored runbooks, incident documentation, and reliability best practices in Confluence; used JIRA extensively for incident, problem, and change management.

## PROJECTS

### Kubernetes Deployment & Observability

Containerised and deployed a scalable microservice app on Kubernetes. Implemented HPA-based auto-scaling, Helm-based deployments, and integrated Datadog for logs, metrics, and APM to achieve end-to-end observability.

### AWS Infrastructure Automation with Terraform

Automated provisioning of VPC, EC2, RDS, security groups, and load balancers using Terraform modules, state locking, and variables – improving consistency and reducing manual effort.

### CI/CD Pipeline Engineering

Built a full Jenkins-based CI/CD pipeline using Git, Docker, and AWS. Automated build, test, and deploy steps; added notification, rollback logic, and validation hooks to improve deployment reliability.

## CERTIFICATIONS

Certified Kubernetes Administrator (CKA) – Linux Foundation

AWS Certified CloudOps Engineer - Associate (SOA-C03)

Terraform Associate (004) – HashiCorp