

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.

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- 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.
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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

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KEY STRENGTHS

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

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

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EDUCATION

BRCM College of Engineering and Technology

Bachelor of Technology (2012 - 2016)

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- 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.
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CERTIFICATIONS

Certified Kubernetes Administrator (CKA) - Linux Foundatio

AWS Certified CloudOps Engineer – Associate (SOA-C03)

AWS Certified Solutions Architect – Associate (SAA-C03)

HashiCorp Certified: Terraform Associate (004)