**Kiran**

**Cloud/Site Realibility Engineer**

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**PROFESSIONAL SUMMARY**

* A certified IT professional with over 14 years of experience including 6+ years of Sr.SRE/DevOps Engineer experience in supporting, automating, optimizing, and leading activities in **DataDog Dashboard Creation,** Synthetic Monitoring, HTTP Check, API Monitoring.
* Continuous monitoring by creating rules and alerts using Datadog Http Check Monitoring.
* Collaborated with development teams to improve application performance and reliability through performance tuning, load testing, and code optimization.
* Created alarms and trigger points in **CloudWatch** based on thresholds and monitored the server's performance, CPU Utilization, disk usage.
* Experience in Azure IaaS, PaaS, SaaS, Databases, Networking, and load balancing.
* Experience in writing Terraform scripts to create, manage and delete resources in Azure, AWS such as Azure VM’s, Storage accounts, service principals, key vaults, Azure web apps and creation of AKS, Network Security Groups, VNets, VPC’s, Subnets, Application gateway’s etc.
* Experience in installing, configuring and deploying different tools using configuration management tools like Ansible Experience in CI/CD tools like Azure DevOps, Git, Jenkins, and Sonar code scan validations.
* Experience with OS upgradation of Windows and Linux Servers.
* Strong experience in release processes, policies, and procedures and documenting the current environment and ongoing maintenance.
* Resourceful in bug tracking using JIRA and analyzing test results and preparing release notes.
* Good understanding of SDLC processes and Agile flavored development methodologies. (Waterfall, Scrum and Agile Framework)

**WORK HISTORY**

**Title: Senior Site Realibility Engineer(SRE) Production Support (L2)** **Date: May 2024 – Present**

**Company: Meridian Soft Inc,TX**

**Client: Texas Capital Bank.**

**Roles and Responsibilities**

* Manage availability, latency, scalability, and efficiency of the Finance supported applications ( FiServ-Nautilus, Moveit, in-house, SaaS, etc.).
* Good understanding of SRE concepts such as **SLO, SLI** and **SLA’s.**
* Define metrics like availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning.
* Monitored the alerts Using Data Dog and analyzed the synthetic results to troubleshoot the issue and notify the concerning team.
* Coordinated with vendors like FiServ-Nautils for ACH, Wire transactional Documents information and process the destination to source troubleshoot Level 1 to Level 3 issues, reports bugs and submit improvements
* **Key Contributions:**
* **SDLC Maintenance:**
* Monitor batch jobs, application logs and monitoring tools to proactively prevent application failures.
* Perform root cause analysis of production errors and resolve technical issues.
* Identify areas where manual processes may need to be automated and improve existing automation.
* Perform application observability utilizing Datadog monitoring features through the **Synthetic, HTTP check, Infrastructure, Network Monitoring for Application Performance/Latency log check.**
* **Platform Administration/Support:** Effectively collaborate with other engineers, developers and architects to implement new tools and software such as Azure DevOps and Github.
* Work with internal TCB project teams to ensure new applications are being designed to meet operational needs and to validate production readiness by setting up application monitoring in Datadog while coordinating with Application Tech Owner’s to achieve the goal.
* Worked with IAM service creating new IAM users & groups, defining roles and policies and Identity providers.
* Worked on Production Support as Sr.SRE, on Banking Applications like FiServ-Nautilus, Progress-MOVEit Automation,Q2,Taxpro,Loomis Direct.
* Basic scripting done in **Bash**, **Python**, **Shell**, **Powershell** for automated tasks.
* Conduct root cause analyses that pinpoint underlying defects and roll out preventive measures to avoid similar events in future.
* Implemented automation scripts which led to a 60% reduction in human error.
* Develop next-gen automation tools and scripts which streamline operational tasks and lower manual intervention.

**Title: Senior Azure DevOps Engineer(SRE)**  **Date: October 2023 – May 2024**

**Company: Conrelv Solutions Inc., McKinney, TX**

* **Client: Avanir Pharmaceuticals**

**Roles and Responsibilities**

* Used Ansible and Ansible Tower as Configuration management tool, to automate repetitive tasks, quickly deploys critical applications, and proactively manages change.
* Experience with Ansible Tower to manage Multiple Nodes and Manage Inventory for different Environments.
* Develop internal platform for application monitoring, Datadog dashboarding, alerting platform (Prometheus with Grafana, Alert manager) for observability.
* Administered and Engineered Jenkins for managing weekly Build, Test and Deploy chain, GIT with Dev/Test/Prod Branching Model for weekly releases, which includes many stages like SCM checkout, Sonar Qube, Maven build, Check Marx and deploying to different environments.
* Involved code review and then used SonarQube to validate the violation, as well as creating relevant quality gates in the SonarQube dashboard and enforcing them in the pipelines to fail builds when criteria were not fulfilled.
* Monitored the alerts Using Data Dog and analyzed the synthetic results to troubleshoot the issue and notify the concerning team.
* Installing, Configuring and Deploying different tool using configuration management tool Ansible.

**Title 1: Azure DevOps Engineer SRE-**  **Date: May 2015 – September 2023**

**Company: IBM India Ltd., India**

**Client 1: Broadridge Financial Ltd.**

* Responsible for ensuring release processes, policies, and procedures are properly communicated and documenting the current environment and ongoing maintenance.
* Responsible for collaborating with product owners, developers, and support staff to ensure continuous and reliable delivery of service.
* Created self-service portal for SaaS products delivery and integrated with Jenkins Pipelines in the backend.
* Completed the work orders (SAAS products creation) and executed SaaS application deployment procedures and troubleshot deployment failures.
* Responsible for creating functional apps, logical apps based on the need to optimize resource management.

Client 2**: ABB Inc.**

Title 2: **Senior Cloud Operations Engineer**

Roles and Responsibilities

* Created and managed IAM user accounts and role-based policies for access to AZURE services.
* Defined and deployed monitoring metrics and logging systems on AZURE environment.
* Performed application and system log analysis using CloudWatch, CloudTrail, Data Dog, and Logic Monitor.
* Implemented and maintained monitors, alarms, and notifications for EC2 instances using CloudWatch and SNS.
* Created and managed users, permissions, directories, and files in Linux environment.

Client 3: **Cloud Migration Factory**

Title 3: **Cloud Infrastructure Engineer**

Roles and Responsibilities

* Created Azure VM, Cloud Services and Storages by using Azure ARM.
* Developed a migration approach to move workloads from On-Premises to Windows Azure and develop new cloud-ready application solutions.

Client 4: **LA-Velocity-Brazil**

Title 4: **Senior SAP BASIS Administrator**

**Company: HCL-AXON, India Date: January 2012 – May 2015 (41 Months)**

**Client: Lloyds Banking Group PLC**

**Title: Senior SAP BASIS Administrator**

* **Roles and Responsibilities**
* Client Administration including new client creation, client copies, client deletion, and Logical naming of clients (i.e.,assigning client to a logical system).
* Configuring and monitoring RFC Connections and system profiles and experienced in SLA based support for the application
* servers in customer-based server landscapes.Configured and provided issue-based resolutions to the Transport Management System (TMS),Had experience in installing
* the new Addon’s either using stack file nor manual addon’s using SAINT.CIRATS based risk analysis for every quarterly.
* Strong expertise working with HANA Database Cloud, Data Warehouse on HANA, Administration, Performance Tuning,Memory Management.

**Date: September 2009 – December 2011 (28 Months)**

**Company: Terronas Software solutions Pvt. Ltd. | Client: Electronica Machine Tools | Title: SAP BASIS and System Administrator**

**The resume has been truncated for brevity; additional work experience will be provided upon**

**EDUCATION QUALIFICATIONS**

* Master of Computer Applications (MCA), Osmania University, Hyderabad, India, 2011
* B.Com(Computer Applications) 2005 from Kakatiya University

**CERTIFICATION/TRAINING**

* Azure Administrator Associate certification (Microsoft certification ID: 995653942)
* Azure DevOps Engineer Expert (Certificate No: E2BB96-5529R5)
* Amazon Web Services Certified solutions architect - Associate (QH848CFCB2VEQVGJ) (Expired)
* VMWare VCA (VMW-02266889M02304533)
* ITIL V3 Certified. (4881070.20207531) (Expired)
* SAP NetWeaver 7.0 Certified. (0011559914) (Expired)

**TECHNICAL SKILLS**

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| SCM tools | GIT, GitHub, Azure repos, AWS CodeCommit |
| CI/CD Tools | Maven, Jenkins, ANT, Azure DevOps, Agro CD |
| Container Tools | Docker, Kubernetes, Azure Kubernetes services (AKS), EKS |
| Cloud Platforms | Microsoft Azure, AWS |
| IAC Tools | Terraform, Azure resource manager templates (ARM), Cloud Formation |
| Operating System | Windows and Red Hat Linux |
| Bug Tracking Tool | JIRA Static |
| Code analysis | SonarQube |
| Monitoring | Datadog monitoring, Azure monitors, Cloud watch, Prometheus & Grafana |