ISHAN ZATEY – SYSTEMS ENGINEER

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PROFILE SUMMARY

Results-driven Middleware Engineer and Site Reliability Specialist with 3.8 years of experience ensuring high availability, stability, and performance of enterprise infrastructure. Proven expertise in automation, observability, and incident management within ITIL-aligned environments. Skilled in root cause analysis, compliance, and process optimization, delivering proactive solutions that enhance reliability, minimize manual effort, and optimize resource utilization in mission-critical systems

SKILLS & TECHNOLOGIES

Scripting Languages: Shell, Python, YAML | **Container Platforms:** Docker, Kubernetes, OpenShift | **Architecture:** SOA, Monolith, Microservices, Batch Processing, Event-Driven | **DevOps Tools:** Jenkins (CI/CD), Ansible, Terraform, Rundeck, Helm | **Monitoring & Observability:** Prometheus, Grafana, Dynatrace, ELK, Splunk | **Version Control:** Git, GitHub, GitLab | **Cloud Platforms:** AWS, Azure | **Soft Skills:** Creative Problem Solving, Quick Learner, Presentation Skills

PROFESSIONAL EXPERIENCE

Systems Engineer | **CGI**   Hyderabad, IN | Jul 2025 – Present
Software Analyst | **Accenture**   Pune, IN | Oct 2021 – Jul 2025

- Automated operational workflows across 160+ Linux servers using standardized scripting, minimizing manual effort by 60% and boosting team productivity for strategic initiatives.
- Introduced a fully autonomous system for tracking certificate validity across all Linux servers using cron and Rundeck, eliminated manual oversight and improved audit preparedness by 100%.
- Created a Python-driven disk monitoring tool with API/SMTP alerts and linked it with Rundeck for scheduled health checks, cutting response time and reclaiming 60% of weekly effort.
- Engineered cross-environment Python and Shell scripts to clear application server caches and restart services, integrated with RPA tools, reducing execution time by 95%.
- Designed real-time dashboards using Dynatrace, Grafana, and Kibana to increase visibility into application performance, enabling faster issue diagnosis and achieving a 40% reduction in Mean Time to Recovery.
- Coordinated the migration of middleware services to AWS by configuring proactive monitoring and alerting and identified abnormal microservice behavior, preventing business impact and minimizing deployment-related downtime.
- Managed and closed 150+ change requests and incident tickets using ServiceNow, achieved 100% SLA compliance in line with ITIL practices, and streamlined turnaround times across middleware systems.
- Led resolution efforts during high-severity (P1/P2) incidents by driving root cause analysis and coordinating with cross-functional teams to swiftly restore services and minimize business disruption
- Strengthened team proficiency by conducting Knowledge Transfer Sessions, preparing Standard Operating Procedures (SOP), and delivering hands-on support and application guidance, fostering autonomy and high performance

KEY PROJECTS EXECUTED

Cloud-Native E-Commerce Platform using Kubernetes & CI/CD (Hackathon)

- Architected a containerized microservices application using Kubernetes (KinD) for production-grade application.
- Optimized Docker images with multi-stage builds, compressing image size by 80% and deployment time by 50%.
- Implemented a CI/CD pipeline using Jenkins and GitHub webhooks. Integrated Docker Scout for vulnerability scanning and deployed workloads to AWS EC2 for scalability and reliability
- Set up Kubernetes features including HPA, liveness/readiness probes, restart policies, and self-healing mechanisms.
- Configured Prometheus and Grafana dashboards for real-time monitoring and anomaly detection. Tracked resource utilization and overall system performance for proactive observability.

CERTIFICATIONS

- **Microsoft Azure AZ-104** | **Microsoft Azure AI-900** | **Microsoft Azure AZ-900**

EDUCATION

- **B.Tech in Mechanical Engineering** | Bajaj Institute of Technology | 2017-2021 | 8.50