

PROFILE SUMMARY

Results-driven Middleware Engineer and Site Reliability Specialist with 4 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 production systems

SKILLS & TECHNOLOGIES

Scripting Languages: Shell, Python, YAML | **Container Platforms:** Docker, Kubernetes, OpenShift | **DevOps Tools:** Jenkins (CI/CD), Ansible, Terraform, Rundeck, Helm | **Monitoring & Observability:** Prometheus, Grafana, Dynatrace, ELK, Splunk | **Architecture:** SOA, Monolith, Microservices, Batch Processing, Event-Driven | **Version Control:** Git, GitHub, GitLab | **Cloud Platforms:** AWS(EC2, ECR, S3, AWS Lambda, EKS, VPC, Cloudwatch, IAM, Dynamo DB), Azure(Blob Storage, VM, AKS) | **Soft Skills:** Creative Problem-Solving, Quick Learner

PROFESSIONAL EXPERIENCE

- Accenture, Software Analyst

10/2021 – 07/2025 | Pune, IN

 - 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, ensuring complete audit readiness.
 - 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 70% reduction in Mean Time to Recovery.
- CGI, Systems Engineer

07/2025 – Present | Hyderabad, IN

 - 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 (SOPs), and delivering hands-on support and application guidance, fostering autonomy and high performance

CERTIFICATIONS

- Microsoft Azure AZ-104
- Microsoft Azure AI-900
- Microsoft Azure AZ-900

KEY PROJECTS EXECUTED

- Cloud-Native E-Commerce Platform using Kubernetes & CI/CD (Hackathon)**
- Architected a containerized microservices application using Kubernetes for a 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.

EDUCATION