

Jishnu Prasad

Senior Site Reliability Engineer

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Summary

Senior Site Reliability Engineer with 8 years of experience designing, automating, and operating high-availability cloud and Kubernetes platforms. Proven expertise in AWS, Terraform, CI/CD, and observability, supporting enterprise-scale workloads and 100+ Kubernetes clusters. Demonstrated impact in reducing deployment time by up to 60%, cutting manual operations by 40-90%, and improving system reliability through infrastructure-as-code, automation, and proactive monitoring.

Open to Senior SRE, Platform Engineering, or DevOps roles globally, with full relocation flexibility.

Skills

Cloud & Infra: AWS (EC2, IAM, VPC, RDS, EKS), CloudFormation, Terraform, Ansible, GCP, DigitalOcean

Containers & Orchestration: Kubernetes, Docker, Spinnaker, Helm, HPA

Databases & Web: PostgreSQL, MySQL, MongoDB, Redis, NGINX, Apache, CDN(Cloudflare, Cloudfront)

CI/CD: Jenkins, GitHub Actions, Bitbucket Pipelines, ArgoCD **OS:** Linux (RHEL, Ubuntu, SLES, Amazon Linux)

Languages: Python, Bash, Go, JavaScript

Observability: Prometheus, Grafana, ELK / EFK, Nagios, OpsGenie

Experience

Netskope Inc.

Senior Site Reliability Engineer

Apr 2025 – present

- Operate and support 100+ production Kubernetes clusters via Spinnaker, enabling consistent multi-region rollouts with zero-downtime deployments.
- Design and maintain Prometheus/Grafana observability stack with automated alerting (Slack, OpsGenie), reducing MTTR by 40% across production systems
- Maintain CI/CD pipelines (Jenkins, Drone CI, Spinnaker) as code, standardizing build/deploy workflows across the organization
- Implemented GitOps workflows using ArgoCD for declarative Kubernetes deployments with auto-sync and self-healing capabilities.
- Leveraged AI/LLMs for architecture reviews, automation ideas, and optimization, accelerating design iterations while maintaining compliance and security standards.
- Led incident response and blameless postmortems with global SRE teams, driving reliability improvements and reducing repeat incidents.

Amazon Web Services

Cloud Support Engineer - Linux

Aug 2022 – Apr 2025

- Acted as a Tier-3 Linux and AWS escalation engineer, troubleshooting complex EC2, networking, and OS-level failures for enterprise customers under AWS Premium Support.
- Designed and delivered Python-based internal automation tools using AWS services, reducing manual intervention by 40% and enabling faster issue resolution.
- Troubleshoot complex OS boot failures, performance bottlenecks, and network issues on EC2 instances.
- Implemented and supported infrastructure provisioning using Terraform, CloudFormation, and AWS CLI, improving provisioning reliability and speed.
- Led critical customer launches, handled high-severity escalations, authored RCAs, and supported large-scale operational events.

Xminds Infotech Pvt. Ltd

Senior DevOps Engineer

Jul 2021 – Aug 2022

- Managed on-prem and cloud-hosted Linux servers across AWS, GCP, and DigitalOcean.
- Introduced Docker-based containerization for Python, PHP, and JavaScript applications, reducing deployment time by 40% and accelerating delivery.
- Implemented blue-green deployments on Kubernetes, ensuring zero-downtime application updates.

- Introduced Vagrant-based developer environments, reducing manual setup tasks by 35% and boosting developer productivity by 25%
- Provisioned AWS infrastructure using Terraform, cutting provisioning time by 30% and reducing manual effort by 20%
- Automated CI/CD using Bitbucket Pipelines and GitHub Actions, achieving 60% faster deployments and 90% fewer manual deployment errors

POSibolt Solutions Pvt.Ltd

Linux System Administrator

Feb 2018 – Jul 2021

- Configured and maintained Linux networking services including DNS, DHCP, VPN, and NFS.
- Automated RPM and DEB package creation and deployment, reducing manual effort by 90% and achieving a 99.9% successful deployment rate.
- Developed Shell and Python automation scripts, improving operational efficiency by 50% and reducing manual work by 70%
- Designed and maintained Jenkins-based CI/CD pipelines, cutting deployment time by 50% and increasing release frequency by 35%
- Implemented Nagios monitoring, reducing downtime by 40% and improving issue detection and resolution by 30%

Education and Certifications

University of Calicut

Bachelor of Computer Applications - 2017

Certifications

- RedHat - Red Hat Certified System Administrator(170-247-605)
- RedHat - Red Hat Certified Engineer(170-247-605)
- AWS - AWS Certified Solutions Architect Associate(badge)
- AWS - Elastic Compute Cloud (EC2 - Linux) Subject Matter Expert(badge)

Projects

System Administration & Automation

- Built a cross-platform database backup & restore GUI using Python (Tkinter), reducing engineer intervention by 60%
- Developed YAD (shell-based) GUI tools for PostgreSQL backup and restore operations
- Created custom Ubuntu ISOs using Cubic with preconfigured applications, reducing system setup time by 60%

DevOps / Automations

- Designed a unified CI/CD framework using Jenkins, Bitbucket Pipelines, and GitHub Actions, reducing deployment time by 50% and increasing integration frequency by 35%
- Built a Telegram bot for Jenkins job management, enabling engineers to trigger and monitor builds remotely(repo)
- Automated EC2 patching using AWS Patch Manager, SSM, DynamoDB, Lambda and Boto3, reducing manual effort by 60% and improving patch compliance by 50%
- Deployed FastAPI microservices on Kubernetes with rolling updates and HPA, reducing downtime by 60% and cutting deployment time by 90%