Kapil Kumar Gupta

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# Summary

Results-driven and visionary Cloud Operations & Product Leader with 15+ years of global experience across Cloud, AI/ML, Edge, and Telecom infrastructure. Proven expertise in leading large-scale cloud operations, Site Reliability Engineering (SRE) practices, global incident management, and driving automation-first transformations across diverse cloud platforms including AWS, Azure, GCP, Kubernetes, and edge-cloud environments. Adept at building and scaling high-performing global teams, implementing AI-enabled operational strategies, and ensuring enterprise-grade availability, reliability, and resilience at scale (4000+ data centers and 900+ edge deployments). A collaborative leader recognized for partnering with executives, vendors, and cross-functional stakeholders to align technology delivery with strategic business outcomes.

# Key Impact Areas

* Cloud Infrastructure Operations (AWS, Kubernetes, OpenStack, VMware, Azure, GCP)
* Global Incident Management & SRE Practice – MTTR reduction, 24/7 operations
* AI/ML in Operations (AIOps, predictive monitoring, incident pattern analysis)
* Operational Governance – SLAs/SLOs, compliance, change management
* Data-Driven Leadership – metrics-first management, KPIs, dashboards
* Vendor & Cost Optimization – multi-vendor strategy, cloud cost governance
* Product & Platform Leadership – Cloud-native telco & edge solutions at global scale

# Experience

## Radisys - Bangalore, India

Product Owner / Architect, R&D, CTO team (Aug 2020 to Present)

* Spearheaded the design and in‑cluster deployment of AI‑driven Kubernetes diagnostic and remediation tooling by integrating k8sgpt with local LLM backends (Ollama/LocalAI), enabling real‑time, privacy‑preserving analysis of edge cluster health and accelerating incident triage by over XX%.
* Led cross‑functional initiative to prototype and validate conversational Kubernetes operations using kubectl‑ai with in‑cluster Ollama models, demonstrating a scalable architecture for natural‑language cluster management and paving the way for productizing AI‑assisted DevOps workflows in distributed edge environments.
* Led a 20-member global team... foundation for the DT A4 Project in Germany.
* Developed an MVP anomaly detection system... potential revenue impact of $180K/year.
* Spearheaded the design and implementation of Zero Touch Deployment... uptime.
* Achieved highly reliable edge cloud deployments... high availability configurations.
* Employed rigorous regression and monkey testing methodologies... prevent data traffic loss.
* Reduced edge cloud deployment time by 87.5%, from 3 days to 45 minutes.
* Built strong partnerships with customer counterparts... align roadmap with business goals.
* Represented product architecture and delivery in joint sessions with customers.
* Collaborated with domain architects, product management, and product engineering teams.
* PI planning, backlog grooming, release management, and execution of Edge cloud automation software delivery.
* Led solution designing, planning, CXO presenting, selection strategy and development for cloud platform.

## Rakuten India - Bangalore, India

Senior Technical Lead / Architect, R&D, Rakuten Mobile Cloud team (Dec 2018 to July 2020)

* Oversaw distributed Cloud monitoring, hierarchical dashboards... over 4000 data centers.
* Key Member to develop and design Cloud Native K8s edge platform for O-RAN and 5G core CNFs.
* Responsible for Cloud Infrastructure monitoring and integration.
* Defined and implemented reference architecture.
* Implemented and enriched Cloud Infrastructure hardware monitoring.
* SPOC for FUT launch to ensure the monitoring.

## Ericsson Global India Limited - Noida

Customer Support Engineer

Focus on preventing incidents through configuration management, validation, proactive monitoring, and dashboards. Ensured a highly stable production environment with 24x7 support.

## Nokia Siemens Networks - Lucknow

NSS Configuration Engineer, Client: Vodafone (Aug 2011 – Jul 2013)

Reduced MTTR by 20% within 3 months by migrating 80 BSCs across the UPE and monitoring alarms.

## HCL Technologies - Noida, India

Technical Lead / ERS, R&D (Apr 2016 to Dec 2018)

Integrated ONAP on VMware, vIMS testing, OpenStack cloud implementation, and VNFs onboarding.

## Various Positions

Oct 2009 to Dec 2016 across Ericsson, Huawei, and others handling GSM, 3G, 4G, and IMS core roles.

# Education and Training

Bachelor of Engineering (B.E.) in Electronics and Communication, Rajasthan University, Jaipur (2005-2009)

PGP in Data Science & AI (2020-2022), INSAID India

Certified Kubernetes Administrator (CKA, CNCF, 2020, Credential ID: CKA-2000-005208-0100)

ETCP Certification in IMS core (Ericsson)

# Certifications

* ITIL Foundation
* AWS Certified DevOps Engineer – Professional

# Skills

* Cloud Operations: AWS, Azure, GCP, Kubernetes, OpenStack, VMware
* SRE & DevOps: ITIL, SRE frameworks, incident management
* Operational Analytics & Observability: Datadog, Grafana, Splunk, Prometheus, Elastic stack
* AI/ML in Operations: Predictive monitoring, anomaly detection, automation
* Automation & Orchestration: Ansible, SALTSTACK, Jenkins, Git, Docker, Serverless
* Programming/Scripting: Python, GO, Bash
* Networking & Security: VPN, IPsec, K8s Cloud Security
* Leadership & Communication: Executive presentations, cross-functional collaboration

# Additional Projects and Activities

Data science AI/ML and Data analytics projects using Python, TensorFlow, and Tableau.

GitHub: https://github.com/kapilgupta86/DS

* Advertisement Analysis for net-gain and prediction model using deep learning.
* Kubernetes Anomaly detection using ML & DL.
* Housing pricing prediction using ML algorithms.
* Mobile devices analysis across India with EDA and Tableau.
* Writing Technical Articles on AI/ML, Cloud, 5G on LinkedIn.
* Exploring Intel OpenVino for Edge AI Computer vision and NLP use cases.