

Naman Kumar

Lead Site Reliability Engineer

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SUMMARY

Lead Site Reliability Engineer with ~7 years of hands-on experience in designing, scaling, and automating large-scale distributed systems across cloud-native environments. Currently leading a team of 10 engineers with a proven track record in reducing incident response times, modernising observability stacks, and leading high-impact infrastructure transformations. Passionate about building reliable services using AI/ML-driven automation, maintaining high system uptime, and continuously improving system performance and developer productivity.

SKILLS / COMPETENCIES / TOOLS

- **Languages:** Python, TypeScript, Groovy, Shell, PowerShell
- **Infrastructure as Code:** Terraform, AWS CDK, CloudFormation
- **CI/CD & Automation:** GitLab, Jenkins, Harness, Octopus Deploy
- **Cloud & Virtualization:** AWS (Certified), Docker
- **Observability & Monitoring:** Datadog, Dynatrace, SumoLogic, Splunk, New Relic, AWS CloudWatch
- **Incident Management:** PagerDuty, OpsGenie, JIRA
- **Configuration Management:** Chef, Ansible
- **Version Control:** GitHub, Bitbucket

WORK EXPERIENCE

Synechron • Lead Site Reliability Engineer • Permanent (Aug 2025 - Present)

- **Team Enablement:** Working for **Latitude Financial Services**, leading a team of 10 offshore engineers in India bridging the gap between the client expectations & the offshore team.
- **AI Incident Management Assistant:** Built a conversational AI using **AWS Bedrock** powered by **Claude** connecting multiple MCP servers of **ServiceNow, Dynatrace and Datadog**. This enables the model to present in depth traces of Business impact and hints to mitigate the incidents for quicker resolution.
- **ECS Upgrades Automation:** Developed an automation to **upgrade ECS Clusters** across all environments with **0 manual intervention**.
- **Patch Management Automation:** Ensured monthly patching does not involve any ClickOps by introducing **Ivanti Security Controls**, designed and **implemented networking and architecture** to enable the team to build out the rest of the solution.
- **SumoLogic to Datadog Logs Migration:** Responsible for migrating **over 20 Million Log Events / Week**, in an ongoing practice to consolidate the observability platforms and enable single view dashboards and quicker MTTR.
- **Introducing IaC:** Since the managed AWS accounts were acquired from another vendor, ensuring Infrastructure is managed via Code transitioning gradually from ClickOps to CFN / Terraform based IaC templates.

CI&T • DevOps Lead Consultant • Contract (May 2025 - June 2025)

- **Merger:** Facilitating merger between two industry leading products: **iSelect** and **CompareTheMarket**, responsible for consolidating their technology assets.
- **Cloud Infrastructure Migration:** Spearheading the transition from CloudFormation to **Terraform** across multiple AWS accounts, streamlining infrastructure provisioning and enabling consistent deployment practices across environments.
- **Data Platform Consolidation:** Integrating ingestion pipelines from diverse data sources (Salesforce, Meta, Google Ads, third-party SFTP APIs) into a unified Delta Lakehouse architecture on Databricks.
- **Tech Stack:** AWS (S3, Lambda, DMS, EC2, SFTP), Terraform, Databricks, Python, API integrations.

AKQA • Lead Site Reliability Engineer (September 2024 - April 2025)

- **Netflix Game Launch:** Led the Site Reliability efforts for an AI-driven face-transforming game developed by AKQA, ensuring **high availability** and **scalability**. Designed and deployed **Kubernetes** clusters to support **dynamic scaling**, enhancing user experience during peak traffic that handled 50k+ concurrent users in the first 10 minutes of launch. Executed a robust observability framework leveraging **Grafana to monitor NVIDIA's DCGM Exporter**, enabling real-time monitoring and proactive issue resolution, contributing to the project's success.
- **Enterprise-Wide Observability Revamp:** Spearheaded a comprehensive review and enhancement of observability setups across all client infrastructures, addressing gaps in **monitoring, logging, and alerting** to improve reliability and incident response.
- **Incident Workflow Automation:** Developing an automated incident management workflow using **Python** and **AWS Lambda** for the operations team, reducing manual overhead and response times by integrating key tools like **OpsGenie, Slack, Teams, and JIRA**.
- **Standardised Change Request Process:** Defined and documented best practices for **Change Requests**, introduced automation to streamline approvals, **reduce deployment risks**, and improve operational **efficiency**.

Cvent • Senior Site Reliability Engineer (October 2019 - September 2024)

2024

- Directed the transition of observability frameworks for a newly acquired company to **Datadog**, enabling **real-time insights** that enhanced **system reliability** and engagement for over 10 monitoring dashboards.
- I started to work in an embedded model with a couple of Sprint Teams to identify the pain areas and bottlenecks that developers face in their daily work. For one of the teams, I could deduce the hours wasted trying to retry numerous PR builds because of **Flaky IT Tests (JUnit / Jest)** and supported them in solving those.
- Owning up Observability from SRE's standpoint and helping teams across the Technology Organisation to improve on their respective services' monitoring setup, **SLI/SLO declarations**, and custom instrumentations for metrics to be used across all **Java micro-services**

2023

- Co-developed an **Incident Response automation for Sev1 incidents** that leverages Datadog / Slack-based triggers for Incidents that solicit **JIRA, Slack, Zoom and Pagerduty**. This has reduced the time to respond by over 20 minutes after adoption.

- Migrated **~880 Million Log Events / Week** spread across all internal services from **Splunk** to **Datadog**. This built a tightly coupled relation between metrics, traces and logs. All on the same platform.
- Participated in **Rolling Out Capacity Providers** on **ECS** for 70+ ECS Clusters in a **zero-downtime change**.
- Reduced **Octopus-Deploy** Self-Hosting costs by **30%**.
- Onboarded and **mentored 4 new hires** in the team.

2022

- I participated in numerous **Incidents** as a first **responder** and as the Owner of **Monitoring** oversights, helping to proactively capture identical behaviour from our applications thereafter.
- Built competency around **ECR Proxy** setup, migrated it to a new account and assisted with refining the Monitoring gaps.
- Implemented a **high-availability** model for **Octopus Deploy** that aided in maintaining **99.9% availability**.
- Conducted a POC for migrating services to **Fargate** to reduce the maintenance overhead of the underlying infrastructure

2021

- Became an early adopter of **AWS CDK** and migrated from a **CloudFormation** + **Terraform**-defined stack to a singular CDK Stack for multiple applications.
- **SLI-SLO setup** for multiple internal platforms.
- Ran a POC for **Harness** to replace our custom ecs service deployment scripts and Octopus Deploy.
- Pivoted all of the micro-services to use a Non-Root user setup with the **least-privilege** principle to strengthen security.
- Optimised Incident Runbooks, platform adoptions (ECS and Octopus Deploy) and Monitoring Standards as a benchmark for the firm.

2020

- Re-engineered **Chef Configuration** management for a swamp of 500+ monthly active servers.
- Handled internal developer escalations for all CICD tools (Jenkins, Octo, Nexus, Proget) to mitigate any blockers they landed up in.
- Built numerous **Splunk Dashboards** to understand the **Developer Journey** when using these tools, which helped capture the bottlenecks and shape better roadmaps for SRE Teams
- Contributed to **AWS Migration** from a **RackSpace**-hosted product with a cluster of applications, including 17 **Java Microservices** & 26 **.Net** projects hosting 8 Websites in total, bringing them all to the Cvent tech suite.
- Worked on standardising **.net Build Pipeline** for 134 .net projects, bringing them all on a single pipeline

Infraguard • Cloud Automation Associate (January 2019 - October 2019)

- Wrote numerous Lambda scripts to be adopted into custom policies for automation of tasks like scheduled start-stops, updating packages & SSH key rotation
- Using NAT Gateway created a tailored solution for a client for updating the company’s servers with sensitive information that could not have been allowed access to the internet since those were hosted under private subnets
- Curated knowledge base for implementing cross-provider integration into the platform, where a user could potentially manage VMs and Instances across AWS, GCP, Azure and Alibaba Cloud from a single application

ACCOLADES

Q1 Quarterly Award	• Ownership, Innovation, Customer Success	• 2023
Q3 Quarterly Award	• Harness POC, Monitoring embedded deployment Pipelines	• 2021
Cvent Hero	• Agility	• 2020
12 Spot Awards	• Individually awarded	• 2019 - 2024
7 Pat on Back Awards	• Individually awarded	• 2019 - 2024

EDUCATION

Bachelor of Technology	• Manipal University Jaipur	• 2015 - 2019
Class XII, HSC	• SD Sen Sec School, Chandigarh	• 2015
Class X, SSC	• St. Luke’s Sr. Sec. School, Solan	• 2013

CERTIFICATIONS

Certified Solutions Architect - Associate	• Amazon Web Services (R2XYHRM1JE1E1TKJ)	• 2019
Software Development	• AMCAT (1300011134163817)	• 2017
AWS Cloud Computing	• Cognixia (CT-AWS10092017)	• 2017
RHEL 7.0	• RedHat	• 2016