

RAHUL N R

Senior Application Reliability Engineer | Automation & Incident Management Specialist

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PROFESSIONAL SUMMARY

Senior Reliability Engineer with 7 years of experience driving Operational Excellence for large-scale enterprise systems. Expert in **Incident Management**, **Root Cause Analysis (RCA)**, and **Production Support** for critical Telecom infrastructure supporting millions of users. Proven track record of reducing **Mean Time to Resolution (MTTR)** by building Python-based automation tools that eliminate manual operational toil. Seeking to leverage deep expertise in distributed systems debugging and scripting to drive reliability for Alexa Excellence.

TECHNICAL SKILLS

- **Incident Management:** Root Cause Analysis (RCA), SLA Management, Production Support, JIRA, ServiceNow, Alerting & Monitoring.
- **Automation & Scripting:** Python (Advanced), Shell Scripting (Bash), Log Parsing, Auto-Remediation Tools.
- **Systems & Infrastructure:** Linux/Unix Administration, Distributed Systems Debugging, File System Management, AWS/GCP (Basic).
- **Databases & Data:** SQL, Legacy Data Validation, Schema Analysis.

PROFESSIONAL EXPERIENCE

Infosys Ltd. | Chennai, India *Dec 2018 – Present*

Consultant (Senior Automation & Reliability Engineer) | *Jan 2025 – Present*

- **Support Automation Tooling:** Architected a **Python-based automated troubleshooting tool** that parses complex error logs to suggest instant fixes. This initiative is projected to reduce L1 support ticket volume by **40%**, directly impacting operational efficiency.
- **Operational Excellence:** Designed session-handling logic to automate routine user context resets, removing the need for manual intervention during peak load times.
- **Technical Leadership:** Leading a squad of 3 engineers to define support workflows and technical requirements, ensuring tools align with SLA targets and business needs.

Senior Associate Consultant (Systems Operations) | *Apr 2023 – Jan 2025*

- **Enterprise Infrastructure Management:** Managed critical compute and storage capacity across **50+ Unix instances** for a major Telecom client.
- **Proactive Reliability:** Implemented predictive monitoring scripts (Python/Bash) to identify storage bottlenecks before they caused outages, maintaining **100% adherence to availability SLAs**.
- **Deep-Dive Troubleshooting:** Performed advanced debugging on file system utilization, I/O contention, and process deadlocks to prevent production downtime.
- **Root Cause Analysis (RCA):** Led high-severity RCA efforts for distributed system failures. Authored detailed post-mortems and implemented preventative fixes to reduce recurring incidents by **30%**.

Associate Consultant (Automation Engineer) | Jan 2022 – Apr 2023

- **Reducing Operational Toil:** Engineered complex Python automation scripts to generate monthly retrospective reports from raw system logs. This reduced manual data preparation time by **90%**, freeing up engineering time for high-value tasks.
- **Data Integrity Assurance:** Wrote validation scripts to identify schema mismatches across legacy databases, ensuring accurate reporting for leadership and compliance.
- **Knowledge Management:** Standardized technical documentation (SOPs) for automated processes, enabling faster onboarding and troubleshooting for L1/L2 support teams.

Senior Systems Engineer / Systems Engineer | Dec 2018 – Dec 2021

- **Large-Scale Incident Management:** Maintained mission-critical **Legacy Systems (Mainframe)** supporting **millions of subscribers**. Successfully managed high-pressure production incidents with strict turnaround times.
- **Log Analysis Automation:** Proactively developed Python scripts to parse massive Mainframe output logs, modernizing a legacy manual reporting workflow into an automated dashboard.
- **Defect Resolution:** Owned end-to-end analysis and resolution of production defects, collaborating with cross-functional teams to ensure **99.9% critical application availability**.

TECHNICAL PROJECTS (GCP Focus)

Project COSMOS: Automated Code Analysis Platform (Personal Initiative)

- **Tool Development:** Built a comprehensive code analysis platform using **Python** and **GCP**.
- **Infrastructure:** Deployed backend services on **Google Kubernetes Engine (GKE)** and Cloud Functions, gaining hands-on experience with container orchestration and serverless debugging.
- **Observability:** Implemented logging and monitoring for API latency and errors, simulating a production-grade environment.

PolicyPal: Internal Support Assistant (Prototype)

- **Support Tooling:** Built a Retrieval-Augmented Generation (RAG) tool using Python to instantly answer questions from internal policy documents, designed to reduce time-spent-searching for support agents.

EDUCATION & CERTIFICATIONS

- **Master of Business Administration (HR)** | SRM Institute of Science and Technology | 2025–2027 (Pursuing)
- **B.Tech, Computer Science** | Dr. M.G.R. Educational and Research Institute | 2014–2018
- **Infosys Certified Python Programmer**
- **Google Cloud Computing Foundations**