PRADUMN JHA

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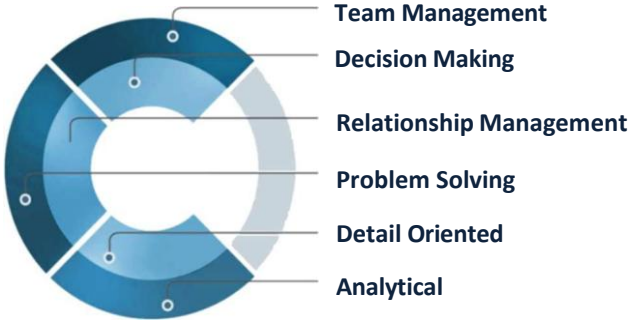
LOCATION
New Delhi, India

Results-driven **DevOps & Site Reliability Engineer with 5+ years of experience** in designing, automating, and managing scalable cloud infrastructures. Skilled in **Azure, Terraform, Kubernetes, Docker, CI/CD, and Infrastructure Automation**, with hands-on experience across observability tools like **Dynatrace and Sumo Logic**. Adept at implementing **end-to-end DevOps pipelines, security-first architectures**, **and multi-region cloud deployments** ensuring reliability, scalability, and cost efficiency. Demonstrated expertise in creating **HLD/LLD architecture documents**, automating infra provisioning, and streamlining release processes. Strong background in **Python and Shell scripting** for automation and self-healing workflows. Currently aspiring to grow into a **Cloud & DevOps Architect**, driving reliability, scalability, and operational excellence across hybrid and cloud-native environments. Open to opportunities in **Gurugram, Pune, Bangalore, and Hyderabad**.

Profile Summary

- **Leveraging 5+ years** of experience across **Cloud Management, DevOps Engineering, and Site Reliability Engineering (SRE)**, supporting global clients in designing, implementing, and optimizing secure and scalable cloud infrastructures.
- **Extensive hands-on expertise with Azure services** including Azure Kubernetes Service (AKS**)**, Azure App Services, Azure Functions, Storage Accounts, Application Gateway, Load Balancer, Traffic Manager, Key Vault, Azure Monitor, Data Factory, Logic Apps, and Azure Networking (VNETs, NSGs, VPNs, ExpressRoute). Strong proficiency in **Azure IAM and Active Directory (AAD)** with solid understanding of cloud security, governance, and cost optimization best practices.
- Proven experience in **AKS cluster migrations, disaster recovery (DR) planning, and multi-region failover designs** ensuring business continuity and 99.95%+ availability. Skilled in **ArgoCD**, **GitHub Actions**, and **Terraform Cloud** for automating deployments and enforcing policy-driven infrastructure provisioning.
- **Advanced expertise in CI/CD** designing and managing pipelines using **Azure DevOps, Jenkins, and GitHub Actions**, enabling continuous integration, automated testing, and **zero-downtime deployments** through blue-green and canary strategies. Proficient in **Terraform** (IaC) for reusable module creation and **multi-environment infrastructure automation**.
- Strong understanding of **Kubernetes ecosystem**, including **Helm charts, RBAC, ingress management, scaling, and service mesh**. Experienced with **Docker** for containerization, image optimization, and vulnerability management.
- Deep proficiency in **observability and performance monitoring** using **Dynatrace, Sumo Logic, Azure Monitor, Application Insights, and Log Analytics** to improve reliability, cost efficiency, and root-cause analysis.
- Adept at integrating **AI and Generative AI (GenAI)** solutions into DevOps workflows using tools like **LangChain**, enabling intelligent automation, predictive monitoring, and faster decision-making within CI/CD pipelines.
- Additionally, **participated in an internal organization hackathon** and built an **AI-powered SRE Chatbot** trained on the company's internal knowledge base. The chatbot was designed using **Retrieval-Augmented Generation (RAG)**, **LangChain**, and **Azure OpenAI**, and deployed on **Azure Web Apps**, enabling teams to get **precise, context-aware answers** to operational and troubleshooting queries in real time.
- Passionate about applying **SRE principles** defining SLIs/SLOs, automating incident remediation, and driving reliability improvements through scalable, secure, and self-healing systems.

Soft Skills



Education

- 2020: Bachelor of Technology in Electronics & Communication Engineering from GGSIPU, Delhi

Certification

- AZ-900: MICROSOFT AZURE FUNDAMENTALS
- AZ-104: MICROSOFT AZURE ADMINISTRATOR ASSOCIATE
- AZ-400: MICROSOFT AZURE DEVOPS
- AWS SOLUTION ARCHITECT ASSOCIATE
- AWS DEVOPS PROFESSIONAL
- ISM V4: DELL EMC

Career Timeline

Jun' 20 – Sept' 21	Jan'22 – Mar' 24	Mar' 24 – Mar' 25	Mar' 25 – Present
DXC Technology **Associate Professional Software Engineer**	Accenture India Pvt. Ltd. **Cloud Engineer**	Amdocs India Pvt. Ltd. **DevOps Engineer**	Flexera Software India LLP **Senior Site Reliability Engineer**

Professional Experience

FLEXERA Software India LLP as Senior Site Reliability Engineer **Mar'25–Present**

Key Projects:

- AKS Disaster Recovery & Regional Migration
- GitHub Actions & Terraform Cloud Automation Pipelines
- AI-Powered SRE Chatbot for Operational Insights
- Security & Compliance set up

Key Result Areas

- Designed and implemented multi-region AKS disaster recovery (DR) strategy, ensuring near-zero downtime during cluster failover and region migration activities.
- Led AKS migration from Australia Southeast to Australia East, orchestrating a phased migration plan with zero data loss and minimal production disruption.
- Built GitHub Actions-based CI/CD pipelines integrated with Terraform Cloud, automating infrastructure provisioning, policy enforcement, and environment validation across Dev, Staging, and Production.
- Implemented ArgoCD for managing microservices deployments through declarative GitOps workflows.
- Experienced with NATS set up on Kubernetes for message streaming. Implemented HashiCorp Boundary for secure SQL authentication, and Crossplane with Terraform for dynamic infrastructure provisioning on Kubernetes.
- Enhanced observability using Sumo Logic dashboards and alerts, improving incident response efficiency and enabling proactive anomaly detection through log-based metrics.
- Deployed and managed applications on Azure Kubernetes Service, ensuring high availability and scalability. Implemented best practices for AKS cluster management, including configuration, monitoring, and troubleshooting.
- Maintained database reliability and performance engineering, including troubleshooting SQL Server backup failures, resolving SSMS connectivity issues with AKS-hosted workloads, managing SQL VM infrastructure bottlenecks, performing MongoDB DR testing, and overseeing PostgreSQL and Redis infrastructure health and capacity management.
- built an AI-powered SRE Chatbot trained on internal documentation using RAG, LangChain, Azure Bot, and Azure OpenAI, deployed on Azure Web Apps, providing precise, context-aware responses to operational and troubleshooting queries.
- Continuously drive automation initiatives to reduce toil, improve reliability posture, and standardize deployment practices across hybrid cloud environments.

AMDOCS India Pvt. Ltd. as DevOps Engineer L3 **Mar'24–Mar'25**

Key Projects:

- Azure Reporting & Operational Intelligence Automation
- AKS Cost Optimization & Autoscaling Initiative
- Deployment Automation Framework
- GenAI Training and Use Cases

Key Result Areas

- Architected and standardized multi-tenant Azure cloud environments, defining scalable and secure patterns for VNET, NSG, Application Gateway, IAM, and AKS clusters, supporting high-traffic production systems.
- Troubleshoot and optimized complex infrastructure and application issues related to AKS, networking, and deployments using Azure Monitor, Dynatrace, and custom scripts, improving reliability and performance.
- Developed automation frameworks in Python integrating Azure Management APIs and Dynatrace APIs, reducing manual intervention and saving 10+ engineering hours per week through automated capacity and performance reporting.
- Engineered a fault-tolerant On-Prem VM cloning automation solution that handled edge-case failures intelligently, reducing provisioning errors by 95% and accelerating environment delivery timelines.
- Implemented and managed AKS clusters for production workloads, ensuring high availability, scalability, and zero-downtime deployments, aligned with Azure best practices and security standards.
- Collaborated with cross-functional SRE, DevOps, and AI teams to design Generative AI-driven automation solutions, including a prototype SRE Chatbot leveraging LangChain, RAG, and Azure OpenAI, deployed via Azure Web Apps to accelerate incident response and documentation retrieval.
- Proactively managed cloud cost and performance optimization by tuning autoscaling configurations, right-sizing compute, and leveraging Azure Policy and Cost Insights, achieving measurable cost savings.

ACCENTURE India Pvt. Ltd. as Sr. Cloud Engineer **Jan'22 – Mar'24**

Key Projects:

- Enterprise Azure Landing Zone & Terraform Foundation
- Immutable Golden Image Pipeline for Windows & RHEL
- Dynatrace Monitoring Modernization & SLO Implementation

Key Result Areas

- Designed and implemented a scalable and cost-efficient Azure Infrastructure using Terraform and Azure DevOps for critical business applications ensuring high availability and fault tolerance, result in reducing deployment times by 60%.
- Troubleshooted and administered Azure IaaS/PaaS services like Azure Virtual Machines, Azure Data Factory (ADF), Logic Apps, SQLMI, Web Apps, Key Vault, etc.. Good experience of managing Azure Backups and policies, IAM and Active Directory, and Planning Disaster Recovery. Leveraged skills in deploying Azure Load Balancer, Storage solutions, Golden Images, Infrastructure Automation, troubleshooting on Azure Networks (FW, VNET, Subnet, & NSGs), Ansible, Docker, Kubernetes Services and Virtualizations.
- Troubleshooted and resolved infrastructure issues, optimizing system reliability and performance. Achieved a security compliance rating of 95% by implementing best practices and continuous security checks with Azure Defender for Cloud and IAM policies.
- Created workflow using Python Script for automatic SNOW ticket creation and resolution for the automation purpose.
- Designed and implemented monitoring and alerting solutions using Dynatrace, resulting in improved observability and reduced downtime. Gained deeper insights into 15+ applications and infrastructure behavior with monitoring and observability.
- Worked with internal architecture, infrastructure, governance, and security teams to ensure that all security, governance and business continuity requirements and best practices are integrated and implemented.
- Designed and build Golden image for Windows and RHEL OS using Ansible, and Azure DevOps, streamlining the deployment process. Automated software installations, configurations, and security settings within the image using Infrastructure as Code principles. Worked to achieve proof of concept for deploying Azure Kubernetes Services to the environment.

EIT SERVICES India Pvt. Ltd. as Associate Professional Software Engineer **Jun'20 – Sep'21**

Key Projects:

- Enterprise Azure Landing Zone & Terraform Foundation
- Immutable Golden Image Pipeline for Windows & RHEL
- Dynatrace Monitoring Modernization & SLO Implementation

Key Result Areas

- Collaborated with the team to identify and implement the most optimal cloud-based solutions. Gained extensive hands-on experience with automation tools like Jenkins, Ansible, and scripting languages such as Python and Bash.
- Utilized Jenkins as a continuous delivery tool to automate application deployment to Kubernetes clusters. Integrated Jenkins into the project to enable seamless and automatic deployment of microservices to the Kubernetes cluster.
- Administered and maintained SCCM infrastructure, facilitating efficient software distribution and monthly patching activities for 5000+ virtual machines.
- Successfully deployed and maintained applications like the ELK stack on Kubernetes. Created Kubernetes clusters and managed application deployment into containers.
- Leveraged skills in Source Code Management SCCM, Cloud Migration, Certificate management - Venafi, ServiceNow Form Creation & Ticketing (ServiceNow, JIRA & Confluence), Resources Cost optimization & Security Compliances, SPN & IAM management and Security Tool Management (Qualys, Illumio & skybox.)

Personal Details

Date of Birth: 28th July 1998
Languages Known: English, Hindi
Hobbies & Interests: Karting, Driving, Cricket, Gym & Fitness