PRASAD MK
Lead Site Reliability Engineer (Functioning as Cloud Solution Architect)

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Technical Skills

Python, Java, Go, C, C++, JavaScript, Nodejs, PHP, Bash, Perl, SQL, DevOps, AWS, Kubernetes, Docker, Helm, AI/ML, SSL, TCP/IP, Kafka, Pulsar, Ansible, Terraform, Jenkins, Argo CD, Prometheus, Grafana, Vertica, DynamoDB, MySQL, MSSQL, Oracle, PostgreSQL, SAML, OAuth, RPM, MSI.

Education: BITS Pilani   **Major**: M.S in Software Engineering   **Graduation Year**: 2009

Experience

OpenText (Ex **Micro Focus | Hewlett Packard Enterprise | Hewlett Packard**)

Lead Site Reliability Engineer | Cloud Solution Architect   *Sept 2004 - May 2025*

- Spearheaded the design and implementation of scalable, secure, and highly available cloud infrastructure on AWS, functioning as a de facto Cloud Solution Architect while formally holding the SRE title.
- Lead the Operations team for AIOps (Operations Bridge Manager) and Network Operations Manager SaaS deployments – achieving 99.9% SLA for SaaS OpsB production customers. Responsible for Service availability, SLA, SLO, Disaster Recovery and SOC2 compliance
- Developed Observability application for monitoring the service availability, allowing customers to view their deployment SLAs, Incidents, and Maintenance Windows, reducing general enquiry tickets to 10% overall.
- Developed ML model based cost analyzing AWS solutions and reduced overall cloud cost by 20%. Actively collaborated with team members on innovative ideas.
- Generate custom reports and dashboards for the system infrastructure and cloud infrastructure, and maintain data pipeline is healthy.
- Created custom Grafana dashboards to provide real-time insights into application performance, leading to faster issue resolution and reducing downtime by 10%.
- Provided constructive feedback to R&D teams and engage in product roadmap, constant engagement with cross functional teams.
- Achieved smooth and consistent onboarding experience for 30+ production and 50+ trial deployments in the past 2 years.

Software Designer VI

- Evolved Operations Bridge Manager, an AIOps product suite to Containerization and later to a SaaS Offering.
- Automated the CI pipeline, of the prod and trial deployments targeting the new customers, reduced manual work by 80%.
- Developed troubleshooting toolkit for Operations Bridge product suite. This significantly reduced customer and R&D roundtrips for faster incident resolution. Improved case submittal quality by 95%.
- Developed Grafana dashboards and performance dashboards for the Data Lake deployment monitoring.
- Engineered and supported Operations Agent, Operations Bridge Manager and Cloud Optimizer products.
- Visited multiple customers on-site (Apple, Fedex, Eagle Alliance, Samsung, PG&E etc.,) during escalation situations wearing a smoke jumper hat, resolved 100% of escalations with great customer satisfaction, by earning multi-million-dollar support contracts/license renewals.
- Developed "Patch Management" tool for tracking defects and 100% reduced defects caused by regression.
- Improved/scaled up incoming connections 50 folds, on all flavors of Unix and Windows platforms.
- Improved memory utilization of embedded perl runtime for monitoring agent component, allowing the application to run 2 years uninterrupted in submarines, critical production environments and medical devices.
- Devised and implemented a robust hotfix delivery mechanism, improving customer satisfaction.
- Developed log hashing algorithm for detecting changes in logfiles, improved logfile monitoring solution.
- Designed and developed installer for combining two flavors of Agents, performance and operations, into one Agent bundle.
- Developed custom monitoring systems for KVM and Helium virtualization platforms to collect key performance indicators (KPIs).

ProcSys

Sr. Software Engineer   *Sept 1999-Aug 2004*

- Developed eLearning platform for Cisco devices using OpsXML technology, used by 1000s of students in CCNA preparation.
- Instrumental in development of OpsXML, an automation language with workflow manager, for network device automation.
- Developed SNMP Agent for Lucent's Optical switch, a highspeed internet connection device for Storage Area Networks.

Activities And Coursework

Machine Learning Boot Camp (Folsom Lake College)   *Feb-2025-Mar-2025*