

## Kameswara Prasad Mukkamala

Site Reliability Engineer (Functioning as Cloud Solution Architect)



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### Profile

Seasoned engineering professional with 26 years of experience spanning Site Reliability Engineering, Product Architecture, Development, Engineering and Support. Proven track record of driving system reliability, performance, and scalability across diverse technology stacks. Adept at bridging the gap between development and operations, with a strong focus on automation, monitoring, CI/CD, and incident management. Experienced in designing and delivering resilient software products and infrastructure solutions that support business-critical applications. A collaborative leader with a passion for customer satisfaction, innovation, continuous improvement, and mentoring cross-functional teams.

### Skills

#### Programming/Technical Skills:

Python, Java, Go, C/C++, Javascript, Nodejs, PHP, Bash, Perl, SQL, DevOps, AWS, Kubernetes, Docker, Helm, AI/ML, TCP/IP, Kafka, Pulsar, Ansible, Terraform, Jenkins, SAML, OAuth.

#### Monitoring/Observability/Analytics:

ITOM, AIOps, OTEL, Open Search, Prometheus, Grafana, Apache Spark, Tableau, Power BI

#### Databases:

Vertica, DynamoDB, MySQL, MSSQL, Oracle, PostgreSQL.

#### Soft Skills:

Escalation Management, Communication skills, Customer facing, Troubleshooting, Negotiations/ Conflict Resolution, Teamwork and Collaboration.

### Experience

#### OpenText – Rocklin CA (Virtual)

Lead Site Reliability Engineer | Cloud Solution Architect

Feb 2023 – Present

- 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.
- Delivered end-to-end product solutions from ideation through deployment, combining strong product engineering principles with a deep understanding of user experience and system design.
- Implemented SRE best practices including observability (Prometheus, Grafana), incident response frameworks, and postmortem culture to improve system uptime and reliability.
- Developed Observability application for monitoring the service availability, allowing customers to view the SaaS deployment SLAs, Incidents, and Maintenance Windows.
- Collaborated cross-functionally with product teams, business stakeholders, and DevOps groups to align technical solutions with evolving business needs.

- Mentored junior engineers and led knowledge-sharing initiatives that upskilled teams on modern SRE, DevOps, and product engineering practices.
- Automated patch deployment workflows and other maintenance tasks across production environments, reducing manual intervention and improving system security and compliance.
- Designed and implemented a comprehensive disaster recovery strategy for critical production systems, reducing RTO/RPO, and SOC2 compliance for the organization.

**Key Achievements:**

- Achieved 99.9% SLA for multiple SaaS deployments for 30+ production customers.
- Reduced time spent on product and infrastructure quality failures by 95% - 10 hours to 30 minutes for on-call and reduced manual backfilling efforts to be automatic.
- Presented a winning concept at Innofest aimed at automating cost saving deployment tool, selected for further development by product leadership.
- Built end-to-end automation for new customer onboarding tasks.
- Conducted quarterly DR drills with cross-functional teams, identifying gaps and ensuring recovery procedures met business continuity objectives.
- Successfully implemented certificate renewal lifecycle including infrastructure certs like KMS/RDS and, product certificates like web certificates.

**Micro Focus – Santa Clara, CA**

*Software Designer VI | Product Engineer*

*Sept 2017-Jan 2023*

- Evolved Operations Bridge Manager, an AIOps product suite, from a standalone product to Containerized deployment.
- Helped customers and pre-sales to migrate to new Containerized deployments. Mentored and trained support engineers on new technology. Improved product documentation for easier troubleshooting.
- Developed Troubleshooting toolkit for the Containerized Operation Bridge solution.
- Enhanced security features for pod runtime and service availability.
- Collaborated with cross-functional product teams, provided constructive feedback.
- Developed Grafana dashboards and performance dashboards for the Data Lake deployment monitoring.
- Created Contentpacks for analyzing and monitoring Vertica database and Data Lake.
- Acted as the primary escalation point for customer-impacting issues, coordinating across engineering, product, and support teams for rapid resolution.

**Key Achievements:**

- Maintained clear and timely communication with internal stakeholders and enterprise customers during major incident events, ensuring transparency and trust.
- Conducted root cause analysis and implemented preventive actions post-incident, reducing repeat escalations by 40%.
- Devised and implemented a robust hotfix delivery mechanism, enabling rapid deployment of critical patches without impacting customer satisfaction.
- Troubleshooting toolkit was actively used by support team and customers, resulted in improvement in incident submittal quality by 95%.

**Hewlett Packard & Hewlett Packard Enterprise – Sunnyvale, CA/Bangalore, IND**

*Software Designer VI | Product Engineer*

*Sept 2004-Aug 2017*

- Served as core Product Engineer for “Operations Agent” and “Cloud Optimizer”, delivering key features and enhancements aligned with customer needs and cloud strategy.

- Engineered core components of Operations Agent, enhancing observability and telemetry for distributed systems.
- Led development of Cloud Optimizer features aimed at reducing cloud spend and improving infrastructure efficiency.
- Developed collectors for Key Performance Indicators for Virtualization Platforms like KVM, Helium.
- Designed and developed a centralized Patch Manager tool to track and manage software defects across teams, improving visibility, accountability, and resolution time. Widely adopted across the organization as the standard for patch tracking and coordination.
- Involved in certification process of Operations Agent software on various platforms, both Unix and Windows platforms.
- Developed new flavor of installer for AgentOne, combining Operations Agent and Performance Agent.
- Mentored support engineers across the globe and provided L500 training on product features. Led knowledge-sharing initiatives that upskilled team members on modern product engineering practices.
- Acted as the primary escalation point for customer-impacting issues, coordinating across engineering, product, and support teams for rapid resolution.

#### **Key Achievements:**

- Improved scalability of incoming connections for Operations Agent by 50x across Unix and Windows, enabling the system to handle high-throughput workloads with enhanced stability and performance.
- Conducted root cause analysis and implemented preventive actions post-incident, reducing repeat escalations by 40%.
- Visited multiple customers on-site (Apple, 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.
- Successfully transitioned product knowledge across the globe. Successfully ramped up new teams in different geographies.
- Recipient of Global High Impact Award, recognized across all organizations for exceptional contributions that significantly advanced product reliability, customer satisfaction, and business outcomes.

#### **Pröcsys – Bangalore, IND**

*Sr Software Engineer*

*Sept 1999-Aug 2004*

- Developed installer for the product, making the product easily usable for customer demos.
- Played a Release Manager role by overseeing the planning, coordination, and checkins of software, ensuring smooth, timely, and error-free builds and installable delivery.
- Engineered core business logic and backend workflows to support dynamic application features, aligned closely with product requirements and customer use cases.
- Provided ongoing support for live systems, proactively monitoring health metrics and resolving issues to maintain high availability and performance.
- Collaborated directly with customers during User Acceptance Testing (UAT), addressing functional gaps, gathering feedback, and ensuring successful sign-off.
- Developed robust unit and integration test suites, ensuring high code quality and preventing regression during deployments.

- Developed SNMP Agents for newly launched hardware routers and switches.
- Developed troubleshooting tools using VC++ and Java for workflow management.
- Led the migration of application from Windows to Solaris, overcoming platform-specific challenges in system calls, memory management, and file handling.

**Key Achievements:**

- Successfully delivered daily product increments based on customer requirements. Practiced 'agile' methodologies before they were formally known.
- Engaged in customer meetings during product demos, receiving live feedback.
- Learned to troubleshoot live production systems without impacting users.
- Participated in Code reviews, identifying potential flaws, preventing security vulnerabilities.

## Education

**Master of Science (M.S.) in Software Engineering**

*Birla Institute of Technology and Science, Pilani – 2007-2009*

**Bachelor of Engineering (B.E.) in Computer Science and Engineering**

*University of Mysore – 1994-1998*

## Coursework

**Machine Learning Boot Camp (Folsom Lake College)**

- Learning and implementing a hands-on project using ML along with college students and professionals.

**Cloud Computing: Selling and Marketing SaaS Solutions to the Enterprise**

- Learning value propositions and pricing models, sales and marketing approaches, financial metrics, and the role of services in a SaaS model.