PRAVEEN G

✉ praveen.ai.platform@gmail.com | 📞 +91-9392981851 | 🌐 **https://praveen-ai-platform.github.io**

Senior Platform Reliability Engineer | DevOps | AIOps | GenAI (RAG) & MLOps — Professional Summary

Senior Platform Reliability Engineer with 11+ years of enterprise IT experience specializing in production reliability, observability engineering, incident triage, and infrastructure automation. Strong expertise in building actionable dashboards and alerts using Sumo Logic, Splunk, Grafana/Prometheus, Dynatrace, and Glassbox, and monitoring AWS platforms including EKS, Lambda, Batch, EC2, and S3. Experienced in Terraform-based automation (IaC) and CI/CD enablement using Jenkins and Ansible. Hands-on exposure to AIOps-aligned operational patterns such as anomaly detection, signal correlation, alert noise reduction, and guided troubleshooting to improve operational response and reduce MMTR. Additionally, worked on GenAI (RAG-aligned workflows) and MLOps practices including model deployment and monitoring on AWS SageMaker, enabling faster troubleshooting through log summarization, knowledge-grounded retrieval, and secure PII remediation using Amazon Comprehend.

What Sets Me Apart (Individual Contributor)

- Rapid self-learner who independently adopted and delivered enterprise solutions using Jenkins, Terraform, Sumo Logic, Grafana/Prometheus, Dynatrace, Glassbox, and Splunk.
- Proactive mindset focused on early detection, actionable alerting, and operational excellence to reduce repeat incidents and improve reliability.

Core Strengths

- Platform Reliability & Operations: Incident triage, RCA, proactive monitoring, MMTR reduction, operational stability
- Observability Engineering: Sumo Logic, Splunk, Grafana/Prometheus, Dynatrace, Glassbox dashboards & alert engineering
- AIOps Enablement: Anomaly detection, noise reduction, correlation mindset, guided troubleshooting workflows
- DevOps & Automation: Jenkins CI/CD, Docker, Kubernetes, Git workflows, Ansible automation
- IaC: Terraform automation for repeatable monitoring and observability enablement
- GenAI + RAG (Exposure): Retrieval grounding concepts, log summarization, troubleshooting assist patterns
- MLOps (Exposure): Model deployment and monitoring workflows (AWS SageMaker)
- Security & Privacy: PII identification and remediation workflows using Amazon Comprehend

Tool Stack / Technical Skills

- Cloud: AWS, Azure
- AWS Services: EKS, Lambda, Batch, EC2, S3, VPC, CloudWatch, CloudTrail, SNS, Auto Scaling
- Observability & Monitoring: Sumo Logic, Splunk, Dynatrace, Grafana/Prometheus, Glassbox, CloudWatch
- CI/CD & DevOps: Jenkins, Docker, Kubernetes, Ansible, GitHub/GitLab/Bitbucket
- IaC: Terraform, CloudFormation
- Automation/Scripting: Shell/Bash, JSON, YAML
- Servers: Tomcat, Nginx, Apache
- ITSM/Agile: ServiceNow, Jira, Confluence
- GenAI / RAG / MLOps: AWS SageMaker deployments, RAG concepts, log summarization, error grouping

💼 Professional Experience

Ameriprise Financial — Senior Platform Reliability Engineer | DevOps | AIOps | GenAI (RAG) & MLOps Exposure

📅 *Mar 2023 – Present | India*

- Owned and enhanced enterprise observability strategy using Sumo Logic, Grafana/Prometheus, Dynatrace, Glassbox, and Splunk to improve production stability.
- Built AWS monitoring coverage for EKS, Lambda, Batch, EC2, and S3 across logs and metrics, enabling proactive detection and faster incident response.
- Delivered AIOps-aligned improvements including anomaly detection, alert noise reduction, correlation-driven triage, and actionable signal enhancements.
- Performed deep production issue analysis and RCA; translated findings into monitoring improvements contributing to reduced operational risk and MMTR reduction.
- Implemented Terraform-based automation to provision and manage Sumo Logic monitors consistently across environments using IaC best practices.
- Implemented GenAI-driven operational workflows such as log summarization, error grouping, and guided troubleshooting patterns to support faster triage.
- Enabled RAG-aligned investigation workflows by retrieving relevant operational knowledge (runbooks, dashboards, historical incident patterns) to improve troubleshooting accuracy.
- Deployed and monitored ML models on AWS SageMaker (exposure) to support scalable inference readiness and operational monitoring practices.
- Implemented PII identification and remediation workflows using Amazon Comprehend aligned patterns to detect sensitive entities in logs and enable masking/removal before downstream consumption.
- Led CI/CD enablement initiatives by self-learning Jenkins and driving pipeline-based deployments for Siebel CRM release automation.
- Delivered training and enablement sessions for BAU/operations teams on monitoring capabilities and best practices.

DXC Technology — DevOps / Reliability Engineer

📅 *Jul 2014 – Mar 2023*

Client: London Markets — DevOps / Site Reliability Engineer

📅 *Jun 2019 – Mar 2023*

- Designed, implemented, and supported application and infrastructure automation for enterprise insurance platforms to improve deployment consistency.
- Built and maintained robust CI/CD pipelines using Jenkins for continuous integration and automated deployments across environments.
- Led Jenkins enablement through governance controls: role-based access, auditing, notifications, and pipeline standardization.
- Containerized services by creating Docker images/containers and supported microservices deployments with troubleshooting.
- Deployed workloads to Kubernetes using YAML manifests (Pods, Deployments, Services) and managed secrets for registries/databases.

- Implemented environment-wise branching strategies in Git to align releases, enforce baselines, and manage controlled merges.
- Integrated SonarQube and JUnit into pipelines to enforce code quality gates, automated test execution, and shift-left practices.
- Managed Nexus repositories for artifact management (JAR/WAR/EAR) and standardized release packaging for repeatable deployments.
- Automated operational tasks using shell scripts triggered from Jenkins to improve build/deploy speed and reduce manual effort.
- Partnered with QA and release teams to plan release calendars, coordinate deployments, and support UAT/prod cutovers.
- Troubleshot CI/CD failures (permissions, agents, plugin issues) and optimized pipeline reliability and performance.
- Mentored junior engineers and promoted adoption of DevOps best practices across teams.

Client: Procter & Gamble (P&G) — DevOps Engineer

🗓 *Nov 2017 – Jun 2019*

- Owned Jenkins pipeline configurations, access controls, and troubleshooting across multiple engineering teams and applications.
- Installed and configured Jenkins, plugins, and build automation for Java applications to enable reliable CI workflows.
- Automated Docker image build and publishing workflows to support container-based deployments.
- Coordinated with QA and operations teams for release readiness, UAT schedules, and production deployment planning.
- Integrated SonarQube for continuous code quality checks and enforced governance through notifications and audit practices.
- Improved pipeline stability by resolving build failures, permission issues, and master/agent architecture problems.

Client: Verisign / Symantec — Software Engineer

🗓 *Jul 2014 – Nov 2017*

- Supported Oracle application maintenance and production issue resolution, including change requests and defect fixes.
- Performed end-to-end RCA for production-impacting issues; opened vendor cases and drove resolution to closure.
- Troubleshot and resolved integration issues between Oracle systems and downstream sales platforms.
- Supported batch workflows for data movement and ensured operational stability of job executions.
- Collaborated with operations teams on Oracle server components and environment-level issues.
- Partnered with Informatica teams to analyze and fix data issues across multiple import/integration processes.

Personal Portfolio

- RAG Incident Assistant (FastAPI) — GenAI/RAG | GitHub: rag-incident-assistant
- PII Detection & Remediation Pipeline (Amazon Comprehend aligned) — Privacy-aware Observability | GitHub: pii-comprehend-remediation-pipeline

📜 Certifications

- AWS Certified AI Practitioner
- AWS Machine Learning Associate
- AWS Certified Solutions Architect – Associate
- Terraform Certified Associate
- NVIDIA Certified Associate AI Infrastructure Ops
- Sumo Logic: Search Mastery, Metrics Mastery, Observability Fundamentals
- Glass box Certified Proficient

🏆 Awards & Recognition

- Ameriprise Financial: Multiple AMMY Awards + Special AMMY Gold Award
- HP / HPE / DXC: Spot awards + Top performer recognition + reward points/shares

🎓 Education

B.Tech — Jawaharlal Nehru Technological University, Andhra Pradesh, India