

# Raj Kansal

**Platform Engineer at Lumiq**

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Willing to relocate: Anywhere

## CAREER OBJECTIVE

To leverage my expertise in Observability and DevOps to drive excellence and foster growth within the software industry. I aim to deliver innovative solutions by applying my skills and gaining further experience in my field.

## PROFESSIONAL EXPERIENCE

### 1. Platform Engineer- DevOps

Lumiq, Noida

**March 2025 – Present**

- Provided first-line support for platform incidents, resolving issues related to infrastructure availability, system performance, and service outages.
- Monitored system health using tools like CloudWatch, Azure Monitor, and Prometheus, ensuring uptime and proactively addressing alerts.
- Responded to platform-related tickets in a timely manner, following standard operating procedures and escalating complex issues to engineering teams.
- Maintained and updated runbooks and knowledge base articles to improve incident resolution times and support onboarding of new team members.
- Assisted in CI/CD pipeline monitoring, ensuring successful builds and deployments, and flagging failures for developer intervention.
- Collaborated with SRE and DevOps teams to support platform reliability initiatives, participating in root cause analysis (RCA) and documenting incident reports.
- Supported access management by provisioning user roles and permissions across cloud services and internal platforms under guidance.

### 2. Observability/DevOps

**Engineer**

cloudEQ, Chandigarh

**January 2024 – January 2025**

- Configured New Relic Application Performance Monitoring (APM), Browser, and Infrastructure monitoring for Node.js applications, providing real-time insights into performance metrics such as page load times, CPU utilization, and memory usage.
- Integrated Splunk with New Relic to enhance monitoring and analytics capabilities, enabling comprehensive log management and performance insights.
- Developed and maintained CI/CD pipelines using Jenkins and Maven, ensuring efficient build and deployment workflows.
- Contributed to key client projects, including ASDA, Red Bull, and Equiniti, by customizing solutions to meet specific requirements and fostering effective collaboration within cross-functional teams.
- Worked extensively with MySQL and PostgreSQL for database management, optimizing queries, ensuring data integrity, and improving database performance.
- Designed and implemented database schemas, indexing strategies, and stored procedures for better efficiency.

## TechStack:

- **DevOps Tools:** Jenkins, Maven, Gradle, Git/Stash, Nexus, Puppet, Chef
- **ObservabilityTools:** New Relic, Splunk, Datadog, Prometheus, Grafana
- **CloudPlatforms:** AWS, AZURE
- **Infrastructureas Code:** Terraform
- **Languages:** Python, C++, HTML, CSS
- **Databases:** MySQL, PostgreSQL
- **Containerization:** Docker, Kubernetes

EDUCATION				
Year(s)	Qualification– Degree/ Diploma / Certificate	Board/University	College/Institute/University	Percentage/CGPA
2020-24	B. E.- Computer Science Engineering	Chitkara University	Collegeof Engineering Studies	9.14
2020	S.S.E	I.C.S.E	St. Francis School, Shamli	81.60
2018	H.S.E	I.C.S.E	St. Francis School, Shamli	82.40

ACHIEVEMENTS/CERTIFICATIONS	
<b>ISEA Certified Cyber Hygiene Practitioner</b> - Certificationfor cyber security	Dec'22
<b>CPMANTHON</b> - A skill development workshop for competitive programming	Nov'22
<b>Coding Ninja</b> - Design & Analysis of Algorithms	June'22
<b>Kaya</b> - Global Disaster RiskReduction and Management Pathway course	Dec'21
<b>Coding Ninja</b> - Advanceweb development	June'21
<b>Coding Ninja</b> - Object oriented programming	June'21
<b>Cisco (Introduction to IOT)</b> - Global implication of cyber threats , ways in which networks are vulnerable to attack, Impact of cyber-attacks on industries.	Feb '21
<b>Coding Ninja</b> - Introduction to web technologies	Feb '21
<b>New Relic Partner Practitioner Exam(cloudEQ)</b>	July '24
<b>New Relic Partner - Advanced Practitioner Exam(cloudEQ)</b>	July '24