RICHA LIZ THOMAS

Site Reliability Engineer
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OBJECTIVE

Over 4+ years of experience managing Kubernetes cluster management, Linux infrastructure automation, and deployment of cloud services using AWS. Certified Kubernetes Administrator (CKA), AWS Solutions Architect – Associate, and Terraform Associate, with a master's degree in computer science. Designed scalable, high-availability systems and reduced deployment time through infrastructure-as-code practices. Canadian Permanent Resident with experience supporting critical production environments for global teams, including aviation infrastructure for clients such as British Airways, Iberia, Aer Lingus and Avios. Focused on improving system reliability, accelerating incident resolution, and driving automation at scale within infrastructure.

TECHNICAL SKILLS

Operating Systems (RedHat Linux, Ubuntu)	**AWS (EC2, S3, IAM, Lambda)**
Kubernetes (OpenShift/EKS), Helm	**Docker, ArgoCD**
Automation (Terraform, Ansible)	**CI/CD Tools (GitLab)**
Scripting (YAML, Python)	**Monitoring (Elasticsearch, Prometheus, Grafana)**

EXPERIENCES

Site Reliability Engineer
Tata Consultancy Services   **October 2022 – April 2025**

- Managed Kubernetes clusters with (50+ nodes and 100+ applications) for critical aviation systems, ensuring zero downtime during upgrades, and 99.9% uptime during peak travel seasons.
- Troubleshot complex Kubernetes issues, including crash-looping pods, gateway issues, failed deployments, using network policy reducing resolution times by 40% in production environments.
- Migrated Ingress to Gateway API for many deployments using YAM, routing with Gateway and HTTPRoute objects.
- Managed Kubernetes/OpenShift clusters, including kubeadm installs/upgrades, and node maintenance to ensure high availability.
- Performed drop patching and RHEV-M upgrades across Linux-based production, test, and development environments to ensure security compliance.
- Led an 11-member team for VDSM versions (4.20 & 4.30) upgrades, Linux server migration from satellite 5 to 6.
- Provided Level 3 on-call and 24/7 support for RedHat Linux servers in physical, virtual, on production environments, ensuring high availability.

- Automated Kubernetes infrastructure provisioning using Terraform scripts, including creation of namespaces, deployments, services, ingress resources, and role-based access controls (RBAC), improving deployment consistency.
- Created python scripts and Ansible playbooks, enhancing efficiency in log rotation, filesystem monitoring, backup and recovery, and job scheduling.

Linux System Engineer

Tata Consultancy Services   **April 2021 – September 2022**

- Updated and maintained automated CI/CD pipelines using GitLab, Docker, and Kubernetes deployments.
- Handled Linux storage infrastructure, including LUN provisioning, NFS and filesystem management, cluster administration, and data migration from on-prem to cloud.
- Created and managed custom Docker images handled image tagging and registry pushes.
- Managed network settings, including IP addressing, firewall configurations, and DNS/LDAP for communication and directory services on RedHat Linux servers.
- Used Elasticsearch for infrastructure observability and incident prevention.
- Optimized troubleshooting, incident, and problem management, reducing tickets from 130 to 50 per week and resolving 99% of tickets within SLA using ServiceNow for Linux environment.

EDUCATION

- **Master of Technology | Computer Science and Engineering | 2018 – 2020**
  APJ Abdul Kalam Technological University, India | CGPA: 8.9/10
- **Bachelor of Technology | Computer Science and Engineering | 2014 - 2018**
  Mahatma Gandhi University, India | CGPA: 8.27/10

CERTIFICATIONS

- **Certified Kubernetes Administrator – CKA** | Valid: June 2025 – June 2027
- **HashiCorp Cloud Engineer – Terraform Associate** | Valid: Nov 2024 – Nov 2026
- **AWS Certified Solutions Architect – Associate** | Valid: Sept 2024 – Sept 2027
- **TCS SSA – E2 Linux Administrator** | Issued: Feb 2024 (no expiry)

ACHIEVEMENTS

- Three On-the-Spot Award at TCS for problem solving in infrastructure projects.
- TCS Best Team Award for leading coordination and execution of critical infrastructure automation and migration projects.
- Outstanding Performance Award in CBSE 10th Board (2010–2011).