

# **RICHA LIZ THOMAS**

Site Reliability Engineer

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## **OBJECTIVE**

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Over 4+ years of experience managing infrastructure using Red Hat Linux and OpenShift, with a strong focus on Kubernetes cluster management, Linux automation, containerized workloads, and CI/CD pipelines. Certified Kubernetes Administrator (CKA) with a master's degree in computer science. Proven expertise in maintaining high-availability infrastructure across hybrid environments. Successfully minimized flight server downtimes through effective solutions in production-critical aviation systems - Canadian Permanent Resident with experience supporting critical production environments for global teams.

## **TECHNICAL SKILLS**

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**Operating Systems (RedHat Linux, Windows)**

**Kubernetes (OpenShift), Helm**

**Automation (Terraform)**

**Scripting (YAML, Bash, Python)**

**AWS (EC2, S3, IAM, RDS, CloudWatch)**

**MLOps Tools (MLflow, Apache Airflow)**

**CI/CD Tools (GitLab), GitHub**

**Monitoring (EFK Stack, Prometheus, Grafana)**

## **EXPERIENCES**

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### **Site Reliability Engineer**

**Tata Consultancy Services - TCS**

**April 2022 – April 2025**

- Automated AWS infrastructure provisioning using reusable Terraform scripts, including creating and managing EC2, VPC, S3, RDS and IAM, ensuring consistent deployments.
- Implemented CloudWatch monitoring by uploading custom log files, creating alarms for EC2 instance metrics, and configuring SNS notifications for proactive alerting.
- Managed Kubernetes clusters with (50+ nodes and 100+ applications) for critical aviation systems, ensuring 97% uptime during peak travel seasons.
- Troubleshoot complex Kubernetes issues, including crash-looping pods, gateway issues, and failed deployments, using network policy, reducing resolution times by 40% in production environments.
- Customized GitLab CI/CD pipelines to automate builds, tests, and code validation, optimizing job execution with shared runners for better performance and scalability.
- Implemented advanced CI/CD deployment strategies like blue-green and canary releases, with monitoring and rollback mechanisms to ensure stable and reliable application delivery.
- Created Bash scripts for enhancing efficiency in log rotation, filesystem monitoring, and disk space monitoring.

- Designed an end-to-end MLOps pipeline by setting up MLflow for tracking experiments, using BentoML to serve models with a Flask API, and managing data workflows with Airflow and Prefect in Docker containers.
- Deployed, scaled and secured the EFK stack in Kubernetes using TLS, RBAC, and Network Policies, while restricting access to Elasticsearch and Kibana and enabling secure log shipping with Fluentd.
- Provided Level 3 on-call and 24/7 support for RedHat Linux and RedHat OpenShift environment in physical, virtual, and production environments, ensuring high availability.

### **Assistant System Engineer**

**Tata Consultancy Services - TCS**

**April 2021 – March 2022**

- Handled Linux storage infrastructure, including LUN provisioning, NFS and filesystem management, cluster administration, and data migration from on-prem to cloud.
- Managed network settings, including IP addressing, firewall configurations, and DNS/LDAP for communication and directory services on RedHat Linux servers.
- Optimized troubleshooting, incident, and problem management, reducing tickets from 130 to 50 per week and resolving 99% of tickets within SLA using ServiceNow for the Linux environment.

## **EDUCATION**

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- **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**

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- **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**

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