**RICHA LIZ THOMAS**

**+1 (647)-523-3620**

**richalizthomas@gmail.com**

**Brampton, ON**

[**https://linkedin.com/in/richa-liz-thomas-48071a186**](https://linkedin.com/in/richa-liz-thomas-48071a186)

**Portfolio:** [**https://richathomas.github.io/richa\_portfolio**](https://richathomas.github.io/richa_portfolio)

**SUMMARY:**

* Certified Kubernetes Administrator (CKA), AWS Solutions Architect – Associate and Terraform Associate with 4+ years of experience in Site Reliability Engineering (SRE), System Engineering, and DevOps practices, managing production-critical infrastructure across cloud and on-prem environments.
* Skilled in Kubernetes cluster management (EKS, kubeadm), Linux administration, and automation with Terraform.
* Strong background in observability (Prometheus, Grafana, EFK), and incident response, ensuring high availability and system resilience.
* Proven ability to migrate, automate, and optimize cloud-native and legacy systems, reducing downtime, increasing release frequency, and driving operational efficiency.

**EDUCATION:**

* Master of Technology - Computer Science - APJ Abdul Kalam Technological University, India Aug 2020
* Bachelor of Technology (B.Tech) in Computer Science - Mahatma Gandhi University, India May 2018

**CERTIFICATIONS:**

* Certified Kubernetes Administrator (CKA)
* AWS Certified Solutions Architect – Associate
* HashiCorp Certified Terraform Associate
* TCS SSA – E2 Linux Administrator

**SKILLS:**

* **Automation & Infrastructure as Code:** Terraform, Jenkins, GitHub
* **Containers & Orchestration:** Kubernetes (EKS,kubeadm), Helm
* **Monitoring & Observability:** Prometheus, Grafana, EFK Stack, CloudWatch, ServiceNow
* **Operating Systems:** Red Hat Linux, Ubuntu
* **Scripting & Programming:** Python, Bash, HTML, CSS
* **Cloud Platforms:** AWS (EC2, VPC, S3, IAM, CloudWatch, SNS)

**Professional Experience:**

**IT Pros LLC, Canada Aug 2024 – Present**

**DevOps & Site Reliability Engineer**

* Designed and automated hybrid cloud infrastructure (AWS + on-prem) using Terraform, enabling consistent deployments and reducing provisioning time by 60%.
* Deployed and managed Kubernetes clusters (EKS, kubeadm) with autoscaling, network policies, and observability using Prometheus, Grafana, and EFK, achieving 99.5% uptime.
* Migrated Linux-based workloads from on-prem servers to AWS EC2 and containerized applications with Docker and Helm, enhancing scalability and reliability.
* Developed Python and Bash scripts for log management, server health checks, and automated patching, cutting repetitive tasks by 40%.
* Implemented infrastructure security compliance with IAM roles, TLS certificates, and automated Linux patching.
* Built proactive monitoring and alerting with CloudWatch, Prometheus Alerts, and ServiceNow integration, reducing incident resolution time by 35%.

**Tata Consultancy Services (TCS), India Apr 2021 – July 2024**

**Site Reliability Engineer**

* Automated AWS infrastructure provisioning using Terraform, creating and managing EC2, VPC, S3, IAM, and Security Groups.
* Configured CloudWatch monitoring, alarms, and SNS notifications for proactive alerting.
* Administered large-scale Kubernetes environments (100+ worker nodes) supporting aviation-critical microservices, ensuring 97% system availability.
* Deployed EFK stack with TLS and RBAC, ensuring secure log management.
* Performed health checks, root cause analysis, and postmortem reviews, reducing downtime and improving the stability of the infrastructure.
* Developed and maintained Kubernetes YAML manifests, covering deployments, services, secrets, role definitions, and bindings to streamline and automate application rollouts in production environments.
* Managed Kubernetes clusters by handling installations, upgrades, autoscaling, and node maintenance to ensure high availability.
* Utilized Helm to efficiently manage application lifecycles, facilitating seamless chart deployments and upgrades.
* Resolved Kubernetes issues (crash-looping pods, node failure, application error, deployment issues), reducing resolution times by 40%.

**Tata Consultancy Services (TCS), India Jun 2018 – Mar 2021**

**Systems Engineer**

* Managed CI/CD pipelines to automate builds, tests, and deployments, improving scalability and performance.
* Created Python scripts for log rotation, filesystem monitoring, and disk space monitoring.
* Led 11-member team for Linux server migration, patching, and RHEV-M upgrades, ensuring compliance.
* Provided 24/7 Level 3 support for Red Hat Linux servers across production and test environments.
* Optimized incident management, reducing weekly tickets from 130 to 50, with 99% resolved within SLA.