

ROHIT KUMAR LADE

Principal Site Reliability Engineer

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PROFILE SUMMARY

Principal Site Reliability Engineer with 12+ years of experience leading large-scale cloud infrastructure and reliability engineering initiatives within telecom environments. Expert in architecting and operating Kubernetes-based platforms (Red Hat OpenShift & OpenStack) supporting mission-critical, multi-region workloads with 99.95% availability. Proven track record of defining SLO frameworks, reducing MTTR by 30%, governing reliability standards across APJ and EMEA regions, and driving platform-wide automation and resilience strategies. Strong background in distributed systems, infrastructure as code, and cross-functional technical leadership.

Skills

Cloud Platforms: Red Hat OpenShift (RHOC), Red Hat OpenStack (RHOSP), Kubernetes, OpenStack

SRE & Reliability: Incident Management, RCA, SLA/SLO, MTTR, Capacity Planning, High Availability

Platform Engineering: Cluster Provisioning, Production Support, Performance Optimization, Distributed Systems Reliability

Automation & IaC: Ansible, Bash, Python, Infrastructure as Code (IaC)

Storage: Red Hat Ceph, Ceph Storage

Networking: L2 Switching, VLAN, TCP/IP, Cluster Networking

Operating Systems: Red Hat Enterprise Linux (RHEL), Ubuntu, CentOS

Tools: Salesforce (SFDC), JIRA, ServiceNow, Confluence, Git

Certifications

- Red Hat Certified OpenShift Administrator
- Certified Kubernetes Security Specialist
- Certified Kubernetes Administrator

Experience

Principal Site Reliability Engineer

Dell Technologies India Pvt Ltd | 2022 – Present

- Lead L1/L2 production support for 10+ RHOC clusters serving APJ telecom customers
- Ensured reliability for telecom platforms supporting high-throughput enterprise workloads across APJ customers
- Drive cross-regional reliability initiatives across APJ and EMEA, aligning operational standards and escalation models
- Maintain mission-critical telecom platforms with 99.95% availability and full SLA compliance
- Achieve 100% SLA adherence, resolving L1 incidents within 4 hours and L2 within 8 hours
- Reduce MTTR by 30% through structured incident triage, RCA standardization, and knowledge base improvements
- Define and govern SLO frameworks across multi-region telecom platforms, aligning reliability targets with business SLAs
- Led architecture reviews defining scalability and resiliency standards across multi-region telecom platforms
- Architect platform-wide reliability enhancements reducing systemic risk and improving long-term service resilience
- Redesign incident response and escalation frameworks, minimizing operational toil and customer-facing impact
- Implement proactive monitoring and capacity planning strategies, preventing ~25% potential escalations
- Support enterprise application deployments (BMO, DTIAS) across distributed telecom cloud environments
- Drive root-cause resolution across compute, networking (L2 fabric), and distributed storage architectures
- Standardize operational documentation, reducing onboarding time for new engineers by 20%
- Leverage SFDC and Confluence for case tracking and knowledge documentation

IT Analyst – OpenShift & OpenStack Deployment Lead

Tata Consultancy Services | 2017 – 2022

- Led end-to-end deployment of OpenStack and OpenShift clusters across enterprise telecom environments
- Designed and implemented RHOSP infrastructure aligned with high-availability and scalability requirements
- Provisioned and configured compute, networking, and storage components supporting distributed telecom workloads
- Provided advanced L2/L3 troubleshooting across compute, networking, and storage layers
- Managed production deployments and ensured successful go-live within committed project timelines
- Led a team of 4–5 engineers delivering telecom cloud infrastructure projects
- Collaborated with cross-functional teams across India and Sweden to deliver scalable telecom platform solutions
- Standardized deployment practices improving rollout consistency across multiple customer environments
- Leveraged SFDC, JIRA, and Confluence for case tracking, project coordination, and documentation

Earlier Engineering Roles within Tata Consultancy Services (2014–2017)

Systems Engineer - Model Based Testing

- Developed frontend interfaces and backend Python modules
- Implemented MongoDB queries for backend data processing
- Resolved critical runtime issues in production environments

Systems Engineer - Juniper J-Web Interface Platform

- Designed web-based user interfaces using ExtJS, HTML, and CSS
- Implemented secure authentication and RBAC mechanisms
- Supported production deployments and resolved critical defects

Asst Systems Engineer - Heterogeneous Network Simulator

- Installed and upgraded 3GPP LTE codebase
- Developed Python-based modules using MVC architecture
- Supported telecom network simulation enhancements

Education

Bachelors of Technology (BTech) in Computer Science and Engineering
Vardhaman College of Engineering | 2013