

# SACHIN THOKAL

+91 8804171399 | sachinthokal1799@gmail.com | linkedin/sachinthokal | github/sachin-portfolio

## PROFESSIONAL SUMMARY

**Experienced DevOps Production Support Engineer** with 4.5+ years of experience managing and troubleshooting critical production issues. Skilled in **Azure (AZ-104 certified)**, **Kubernetes (AKS)**, **Linux**, and **Docker**. Proficient in monitoring and logging tools including **Splunk**, **ELK Stack**, **OpenSearch**, **Grafana**, and **Nagios**. Strong in incident resolution, RCA, and change management. Actively seeking a challenging role in **DevOps / Support / SRE focused on cloud infrastructure and automation**.

## TECHNICAL SKILLS

**Cloud & DevOps:** Azure, YAML

**Monitoring:** TAPM, Nagios, Grafana

**Version Control:** Git, GitHub

**OS:** Linux, Windows

**Soft Skills:** Communication, Teamwork

**Containers:** Docker, Kubernetes (AKS)

**Logging:** OpenSearch, ELK Stack, Splunk

**Scripting:** Bash, Shell

**CI/CD:** Jenkins, Azure DevOps Pipelines

**Other Tools:** Postman, ServiceNow, VsCode, Lens

## EXPERIENCE

### DevOps Production Support Engineer

Mar 2021 – Present

Tech Mahindra Ltd, Pune

- Resolved 100+ production incidents monthly, reducing downtime by 30% of client-reported issues on Kubernetes, Production environment & Docker-based infrastructure.
- Maintained and supported Deployment, Azure Kubernetes Clusters (AKS) and Linux-based production servers.
- Utilized Splunk, OpenSearch, and ELK Stack for proactive log analysis, failure diagnostics, and generating RCA reports.
- Managed Change Requests (CRs) end-to-end as part of the Change Management lifecycle.
- Configured monitoring and alerting using Nagios and Grafana, improving alert accuracy and response time.
- Worked closely with cross-functional L2/L3 teams to meet incident SLA targets and maintain high system availability.

## EDUCATIONAL DETAILS

• **B.Sc. in Computer Science** - New Arts, Commerce and Science College, Ahilyanagar.

Year - 2017 - 2020

## CERTIFICATIONS

**Azure Administrator Associate**

Microsoft Certified - AZ 104

**Cloud Certification L1**

Tech Mahindra Ltd

**DevOps Certification L1/L2**

Tech Mahindra Ltd

## ACHIEVEMENTS

**Best Team Award**

Sep 2021, CSI

**Bravo Award**

Jul 2022, Tech Mahindra

**Automation Ninja Award**

Dec 2022, Tech Mahindra

Date:

Place: Pune, Maharashtra - 411057

Sachin Thokal