

SACHIN THOKAL

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PROFESSIONAL SUMMARY

Experienced DevOps Production Support Engineer with 4.5+ years in troubleshooting critical issues in production environments. Skilled in Linux, Kubernetes (AKS), Azure, and containerization (Docker). Expertise in monitoring tools like Splunk, OpenSearch, ELK, Nagios, and Grafana. Strong background in incident handling, client-reported issue resolution, and Change Management (CRs).

TECHNICAL SKILLS

Cloud & DevOps: Azure, DevOps, CI/CD

Monitoring: Nagios, Grafana

Version Control: Git, GitHub

OS: Linux (RHEL), Windows

Soft Skills: Communication, Teamwork

Containers: Docker, Kubernetes (AKS)

Logging: OpenSearch, ELK Stack, Splunk

Scripting: Bash, Shell

Databases: MySQL, Oracle

Other Tools: Postman, ServiceNow, Lens

EXPERIENCE

DevOps Production Support Engineer

Mar 2021 – Present

Tech Mahindra Ltd, Pune

- Handled real-time incident troubleshooting for client-reported issues on Kubernetes & Docker-based infrastructure.
- Maintained and supported Azure AKS clusters and Linux-based production servers.
- Used Splunk, OpenSearch, and ELK to monitor logs, investigate failures, and provide RCA.
- Managed Change Requests (CRs) as part of Change Management lifecycle.
- Configured alerting with Nagios & Grafana to ensure system health and uptime.
- Collaborated with L2/L3 teams to ensure SLAs are met and incidents are resolved efficiently.

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

Core Java Course

Naresh i Technologies, Hyderabad

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

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