

**Objective: -**

Drawing upon over 16+ years of experienced Infrastructure & Operations Leader with a proven track record in IT Operations and Service Management, I have dedicated 8 years to successful leadership roles. Seeking to leverage expertise in leading cross-functional teams, optimizing IT infrastructure, and driving operational excellence to contribute to the success of a dynamic organization.

**Accomplishments: -**

- Honoured to receive spot awards three times and collaborate to win, recognizing my consistent dedication and outstanding contributions to key projects. I successfully completed the PDCA certification as part of the esteemed global Empower program in Experian.
- Certificate of excellence in honour of the outstanding performance and certificate of appreciation for the contribution to the learning academy in Zeta Global.
- Received external client appreciation for the adept redesign and strategic overhaul of a project plan, successfully resolving encountered issues and ensuring timely completion at Progressive Infotech.
- Acknowledged by management for attention to detail and high potential for promotion in Knowlarity.

**Professional Snapshot: -**

- IT Operations Management: Manage and maintain the organization's enterprise IT, applications, and systems, ensuring their availability, reliability, and security. Manage technology and business operations for the enterprise IT landscape.
- Drive Operations Excellence: Oversee the resolution of IT incidents and problems, ensuring timely response, troubleshooting, and escalation as needed. Establish and enforce IT service management processes to minimize disruptions and downtime. Drive initiatives to improve availability, latency, scalability, and efficiency of the enterprise IT landscape. Coordinate and manage outside vendors, contract negotiations and service level agreements.
- Team Leadership: Lead and mentor a team of system administrators, SRE/DevOps Engineers, and business support engineers. Set performance goals, develop career paths, provide guidance, conduct performance evaluations, and foster a collaborative and productive work environment.
- Stakeholder Collaboration: Develop and deliver on the long-term vision on engagement and governance with the stakeholders.
- Strategic Planning: Develop and execute IT strategies and roadmap aligned with business goals. Identify areas for improvement, propose solutions, and implement technology initiatives to enhance operational efficiency, scalability, and security. Drive execution of the roadmaps with relentless focus on results, impact, and ROI.
- Continuous Improvement: Monitor industry trends, best practices, and emerging technologies to identify opportunities for operational improvements and innovation. Drive process enhancements, automation initiatives, and adoption of new technologies to optimize IT operations and enhance user experience. Be an active thought leader both internally and externally to internalize trends to drive vision and awareness.

**Technical Skill Set: -**

Operating System	Windows, Ubuntu, RHEL, CentOS
Monitoring Tools	Nagios, Grafana, Check_Mk, Pager Duty, Dynatrace, NewRelic
Configuration Management	Ansible, AWS Systems Manager
Source Code Management	GIT, Bitbucket, Code Commit, Github, Gitlab
Pipeline Orchestration	Jenkins
Deployment	Terraform, CloudFormation
Scripting	Beginner in Python and Bash
Virtualization	Virtual Box, KVM, VMware
Ticketing Tool	OTRS, JIRA, ServiceNow
Web servers and Databases	Apache, Nginx, tomcat, and MySQL
Containerization	Docker and Kubernetes
Cloud Services	ASW and Azure

**Professional Experience Summary: -**

**Experian Services India Pvt Ltd.  
IT Manager**

**April 2022 - Present  
Hyderabad, Telangana**

- Led a team of global IT professionals (APAC, EMEA, UK, US, and Costa Rica) in managing and optimizing the organization's IT infrastructure, including APM tools, servers, and cloud-based systems.
- Implemented best practices in IT Operations and Service Management to ensure the delivery of high-quality IT services and support to internal stakeholders.
- Manage the financial aspects of the IT services department, which includes budget management, capital expenditure (CapEx) planning, and cost control & optimization.
- Developed and executed strategic plans to enhance IT infrastructure resilience, scalability, and security, resulting in improved system uptime and performance.
- Oversaw the implementation of ITIL-based processes, including Incident Management, Change Management, and Problem Management, to streamline operations and improve service delivery.
- Collaborated with cross-functional teams to identify and address IT operational challenges, drive process improvements, and implement innovative solutions to enhance efficiency and productivity.
- Conducted regular performance reviews and provided mentorship and guidance to team members to foster professional growth and development.
- Established key performance indicators (KPIs) and metrics to measure the effectiveness of IT operations and service delivery, ensuring alignment with organizational goals and objectives.
- Managed vendor relationships and negotiated contracts to optimize IT service delivery and ensure cost-effectiveness.
- Maintain high levels of security, availability, performance, and scalability of infrastructure operations.
- Establish, maintain, and regularly test robust disaster recovery / business continuity plans and processes for their portfolio.
- Encouraging innovation to develop a continual improving implementation approach at a deliverable pace, making sure that the priorities of stakeholders are delivered and support customer outcomes.
- Maintain a detailed record of the incident, including the timeline of events, actions taken, and resolutions implemented. This documentation is crucial for post-incident analysis and reporting.

**Previous work experience: -**

**Zeta Interactive Systems India Pvt. Ltd.  
Manager - Platform Services**

**September 2017 – March 2022  
Hyderabad, Telangana**

- Champion and drive adoption of site reliability principles and various tangibles such as cost, security, and compliance of building and running services that will be consumed by Enterprise grade customers across the globe.
- Lead the engineering efforts to build, run, and operate enterprise-grade product services around Automation and SRE initiatives such as SLO services, Status Pages, and related.
- Partner with Platform and various engineering teams in defining Architecture standards and solution design-related discussions around current run and/or transformation build, thereby driving technology adoptions as per Enterprise Architecture Framework, including addressing cost and risk factors, eventually taking these solutions to Production launch adhering to agreed service levels and acceptable user experience.
- Hire, develop, lead and coach highly skilled technical teams, based out of our offices around the globe. Set priorities, mentor, direct professional growth, and lead implementation of Organisation driven process or new technologies and methodologies.
- Lead both production run and transformation initiatives to push services towards best-in-class deployment and delivery methodologies, leveraging DevOps technologies, monitoring tools and drive cloud adoption and standardization across our on-premises and cloud environments.
- Collaborate with technology and business stakeholders to set and maintain Service level Objectives (SLOs) and metrics that are representative of our customer experience and/or committed SLA.
- Ensure that comprehensive service and support procedures are implemented and well understood, and that service level objectives are met or exceeded as applicable.
- Responsible for defining the System Development Life Cycle methodology and associated cross-functional tools to ensure adoption and continuous improvement.
- Implement and maintain monitoring tools and alerting mechanisms to proactively detect and address potential issues.

**Progressive Infotech Pvt. Ltd.**  
**Assistant Manager – Cloud Services**

**June 2016 – September 2017**  
**Noida, Uttar Pradesh**

- Lead a group of CoE members, who primarily support globally 24x7 cloud operation. Ensure staffing and skill levels are maintained throughout operational hours by managing shift staffing schedules.
- Conduct process adherence check based on standard check list to hand hold the team in operational improvements.
- Employ customer-facing skills to represent AWS/Azure well within the customer's environment and drive discussions with technical and business teams. Visit Customer site as and when required for Project related meetings and other activities.
- Measuring performance against established objectives and KPI's that deliver on agreed upon business, technology, and people results.
- Monitor and optimize cloud resources to maximize cost efficiency while maintaining performance and reliability.
- Build customer solutions, leveraging automation and delivery mechanisms for efficiency and scalability. Ensure our services meet stability, performance, and availability requirements.
- Develops and implements programs/solutions to improve processes, reduce costs and cycle time, and improve customer service and automate the deployment to cloud environments.
- Deploy and maintain production environments that require high availability. Perform proactive troubleshooting & performance analysis of internal services and cloud environments.
- Collaborate with cross-functional teams to define service level agreements (SLAs) & ensure adherence. Timely escalation of all tickets to respective teams with ensuing updates, where applicable- Internal and customer periodic reports.
- Develop and drive DevOps adoption plans, cloud infrastructure design, and cloud management across enterprise and agile practices to successfully maintain SLO, SLI, and SLA.
- Participate in all aspects of the software development life cycle from design, delivery to on-going critical support and coordinate and assist in complex troubleshooting.
- Implement monitoring and alerting of both applications and their underlying infrastructure. Set-up alerting, reports, and dashboards for monitoring overall system health.
- Plan on continuous process improvement which would help in cost cutting and optimize the cloud environment.
- Build POC of cloud-based design ideas and convince internal/external stakeholders.
- Anticipate bottlenecks, provide escalation management, and balance the business needs versus technical constraints.

**Knowlarity Cloud Communications**  
**Team Lead – Cloud SRE**

**April 2013 – June 2016**  
**Gurgaon, Haryana**

- Spearheaded a high-performing (24x7) SRE team, fostering a culture of continuous learning and adaptability in line with industry best practices.
- Implemented scrumban methodologies, aligning deliverables with demand and agile principles, resulting in improved efficiency and responsiveness.
- Drive reliability and supportability aspects of Cloud service, including change management, triage of customer escalations, remediation plans, Devops Ansible playbooks and automations.
- Participate in architectural discussions and design exercises to create large scale solutions built on AWS and also be part of the development lifecycle.
- Established robust observability through SLIs/SLOs and dashboards using AWS Cloud Operation's Suite and New Relic, enhancing system reliability and proactive issue resolution.
- Participate in on-call/shift rotations (L2). When on-call, drive the troubleshooting and mitigation activities while working on incident.
- Collaborated seamlessly with cross-functional teams including Cloud Engineering, Platform SRE, and DevOps to deliver optimal outcomes and drive stability in cloud operations.
- Identified and automated areas aligning with SRE principles, resulting in TOIL reduction, increased developer productivity, and minimized maintenance overhead.
- Proficiently handled requirement analysis, risk mitigation, incident, and problem management, and change control processes.
- Proactively identified issues and optimized tools to detect anomalies, mitigating potential service disruptions before impact.
- Maintained a comprehensive knowledge base through meticulous documentation of cloud-native services, procedures, and best practices.
- Maintain thorough documentation of cloud architectures, configurations, security measures, and SOPs.

**Indo Asian (Legrand Group)  
System Administrator**

**November 2007 – April 2013  
Noida, Uttar Pradesh**

- Assists in the design, deployment and maintenance of all Linux and windows-based systems in a network/distributed-computing environment.
- Implement, monitors and document system enhancements that will improve the reliability and performance of the system.
- Maintain ongoing communication within the IT team as well as internally within endpoint to keep all stakeholders aware of relevant, known issues and the actions being performed.
- Troubleshooting and resolving platform or application issues and escalating to the engineering and architect teams.
- Provides technical support for new system validations and change management efforts.
- Create and maintain an inventory of platform equipment, software, and any other information specified.
- Act as a liaison for Indoasian with outside systems vendors to obtain service and assistance for production systems.
- Assist in the deployment and maintenance of the backup infrastructure and participate in disaster recovery planning. Conduct data restore requests when needed.
- Participated in periodic off-hours downtime performing upgrades, installations, etc.
- Manage, coordinate, and implement software upgrades, patches, hotfixes on servers, workstations, and network hardware.

**Global Certification:** -

- AWS Certified Solutions Architect - Associate (CKVTT4SC1NE4QKW0) (*EXPIRED*)
- New Relic One with APM Udemy Certification (UC-3028f65c-8c50-43ff-8104-aa2b1aa04fdd)
- Red Hat Certified Engineer (RHCE). (110-478-419)
- Information Technology Infrastructure Library (ITIL FOUNDATION) (2011) (GR750199623RK)
- Certified Lean Six Sigma Green Belt (CLSSGB) (96246)

**Academics:** -

- MBA - Information Systems Management, from Sikkim Manipal University, Gangtok in 2015.
- Bachelor of Arts – Economics, from Kumaun University, Nainital in 2006.