

## CHUNDU BABU

Senior DevOps/SRE Leader | Cloud Platform Architect | AIOps Specialist

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### PROFESSIONAL SUMMARY

Senior DevOps/SRE leader with 12+ years progressive experience architecting and operating large-scale production environments serving 10M+ users with 99.97% uptime. Passionate problem-solver specializing in AIOps frameworks, microservices architecture, and distributed systems scalability. Expert in multi-cloud platforms (AWS, Azure, GCP, OCI) with deep hands-on expertise building CI/CD pipelines (Jenkins, GitHub), world-class observability stacks (Prometheus, Grafana, ELK), and Infrastructure as Code (Terraform mastery). Adept cross-cultural collaborator managing distributed teams across multiple time zones.

### CORE TECHNICAL EXPERTISE

#### AIOps & Intelligent Automation

AIOps frameworks implementation | Predictive monitoring using ML models | Anomaly detection systems | Automated root cause analysis | Self-healing automation | Observability data analytics | Statistical analysis for operations | Incident prediction

#### Multi-Cloud Platform Mastery

AWS (Deep expertise: EC2, EKS, RDS, Lambda, CloudWatch) | Azure (Solutions Architect Expert: AKS, VMs, SQL) | GCP (Professional Architect: GKE, Compute Engine) | OCI (Oracle Cloud Infrastructure) | Multi-cloud architecture | Hybrid cloud deployments

#### Infrastructure as Code (IaC) Mastery

Terraform (Expert-level mastery, 5+ years) | AWS CloudFormation | Ansible (Configuration management expert) | Chef | Puppet | GitOps workflows | Infrastructure automation

#### CI/CD Pipeline Architecture

Jenkins (Pipeline as Code, Groovy scripting) | Git/GitHub (Advanced workflows) | GitLab CI | ArgoCD | Automated testing integration | Blue-green deployments | Canary releases | Deployment automation

#### World-Class Observability

Prometheus (Metrics collection, PromQL expertise) | Grafana (Dashboard engineering, alerting) | ELK Stack (Elasticsearch, Logstash, Kibana) | CloudWatch | Distributed tracing | APM tools | Custom exporters | Real-time monitoring

#### Scripting & Automation Excellence

Python (Expert: automation frameworks, APIs, data processing) | Bash (Advanced shell scripting) | MongoDB Queries (Database automation) | Go | Portfolio of 50+ automation projects | Infrastructure tooling development

#### Containerization & Orchestration

Kubernetes (CKA certified, production operations on EKS/AKS/GKE) | Docker (Multi-stage builds, optimization) | Helm | Service mesh (Istio) | Container security | Microservices architecture support

#### Microservices & Distributed Systems

200+ microservices in production | Service mesh architecture | API gateway management | Distributed tracing | Service discovery | Circuit breakers | Resilience patterns | Event-driven architecture

#### Networking & OS Fundamentals

Linux/Unix (Expert: RHEL, Ubuntu, performance tuning) | TCP/IP (Advanced networking) | DNS (Route53, BIND) | Load Balancers (ALB, NLB, HAProxy) | Firewalls (Security groups, NACLs) | VPC/VNet architecture | Network troubleshooting

### PROFESSIONAL EXPERIENCE

TRACKONOMY SYSTEMS — San Jose, CA

Senior Cloud Architect | Acting Director of Platform Engineering | Oct 2023 – Present

#### Architecture & Strategy

- Led design of next-generation deployment architecture for microservices platform supporting 200+ services and 10M+ users
- Drove technological choices for team tooling and infrastructure ensuring long-term scalability and reliability
- Architected multi-cloud strategy across AWS, Azure, GCP with disaster recovery achieving 99.97% uptime
- Designed service mesh architecture with Istio enabling secure, observable microservices communication

### **AIOps Implementation**

- Implemented AIOps frameworks using ML models for predictive monitoring reducing incidents by 65%
- Built anomaly detection system analyzing 50TB+ observability data daily identifying issues before user impact
- Developed automated root cause analysis engine using statistical analysis correlating metrics, logs, and traces
- Created self-healing automation reducing manual interventions by 70% and MTTR by 45%
- Leveraged Python for data processing and machine learning integration with monitoring stack

### **CI/CD Pipeline Development**

- Designed, managed, and optimized CI/CD pipelines using Jenkins, Git, GitHub enabling rapid automated delivery
- Built Pipeline-as-Code with Groovy scripting handling 50+ daily releases with zero-downtime deployments
- Implemented automated testing gates, security scanning, and quality checks reducing production bugs by 80%
- Reduced deployment time from days to 15 minutes through automation and parallelization strategies
- Integrated GitOps workflows with ArgoCD achieving 95% automation rate across infrastructure

### **Uptime & Reliability Ownership**

- Took ultimate ownership of production environment stability achieving 99.97% uptime for critical systems
- Led end-to-end incident management from escalation through Root Cause Analysis (RCA) and remediation
- Managed patching, upgrades, and disaster recovery processes with automated rollback capabilities
- Participated in 24x7 on-call rotation supporting critical uptime with <15min response time
- Implemented chaos engineering practices testing failure scenarios and disaster recovery procedures
- Established SRE culture with SLO/SLI frameworks, error budgets, and blameless postmortems

### **Observability Engineering**

- Engineered and owned world-class observability stack using Prometheus, Grafana, CloudWatch, and ELK
- Built comprehensive monitoring covering 200+ microservices with custom dashboards and intelligent alerting
- Developed automation scripts and frameworks in Python and Bash streamlining operational tasks
- Reduced false alerts by 60% through ML-based alert correlation and threshold optimization
- Implemented distributed tracing with OpenTelemetry providing end-to-end request visibility
- Created custom Prometheus exporters and Grafana dashboards for business-critical metrics

### **Infrastructure as Code Mastery**

- Mastered Terraform achieving 100% infrastructure-as-code coverage across multi-cloud environments
- Built reusable Terraform modules for standardized deployments reducing provisioning time by 90%
- Implemented Ansible for configuration management automating server configurations and deployments
- Developed Python automation frameworks eliminating manual toil and improving operational efficiency

## **Mentorship & Technical Leadership**

- Act as technical leader and mentor for 15+ engineer team across 4 time zones
- Shared expertise establishing best practices for DevOps, SRE, observability, and automation
- Improved technical capabilities through code reviews, knowledge sharing sessions, and hands-on training
- Fostered collaborative culture achieving 85% team satisfaction and 95% retention rate
- Promoted continuous learning with certification support resulting in 20+ new certifications

## **Cross-Cultural Collaboration**

- Adept collaborator managing distributed teams across USA, Europe, and Asia time zones
- Built consensus across multicultural stakeholders through effective communication and empathy
- Successfully operated in remote/hybrid work model maintaining high productivity and team cohesion
- Demonstrated discipline and responsibility in self-directed work environment

## **AMAZON WEB SERVICES (via Wipro) — Seattle, WA**

Site Reliability Engineer | Team Lead | Feb 2022 – Oct 2023

- Managed large-scale production Kubernetes environments across 15+ AWS regions with 99.95% uptime
- Built CI/CD pipelines with Jenkins and GitHub supporting 50+ daily releases with automated rollback
- Developed observability stack integrating Prometheus, Grafana, CloudWatch with automated incident response
- Created Python and Bash automation reducing operational overhead by 85%
- Led 24x7 on-call rotation providing rapid incident resolution and comprehensive RCA documentation

## **MICROSOFT (via Wipro) — Redmond, WA**

Cloud Infrastructure Engineer | Feb 2020 – Feb 2022

- Engineered Azure Kubernetes Service infrastructure using Terraform IaC improving repeatability by 80%
- Implemented Ansible for configuration management achieving consistent server configurations
- Built monitoring with Azure Monitor, Prometheus, and Grafana providing unified observability
- Developed self-healing automation with Python scripts reducing manual interventions

## **HARVARD PILGRIM HEALTH CARE — Boston, MA**

Cloud Architect | Jun 2018 – Feb 2020

- Built secure CI/CD pipelines using Jenkins, Git, and Terraform for HIPAA-compliant applications
- Implemented ELK stack, Prometheus, and Grafana for comprehensive observability reducing alert noise by 60%
- Developed Python automation for cloud resource management and cost optimization
- Managed disaster recovery processes with automated backup and restore procedures

## **TATA CONSULTANCY SERVICES (TCS) — Global**

Senior Infrastructure Architect | May 2005 – Jun 2018

- Designed enterprise infrastructure for Fortune 500 clients across telecom, finance, and government sectors
- Built early CI/CD automation using Jenkins and custom scripting improving deployment efficiency
- Implemented monitoring solutions and operational automation using Python and Bash
- Developed expertise in distributed systems, microservices architectures, and high-availability designs
- Managed 24x7 operations for critical production systems with stringent SLA requirements

## **EDUCATION & CERTIFICATIONS**

Bachelor of Science (BSc) in Engineering — Computer Science

Acharya Nagarjuna University

## Professional Certifications

AWS Solutions Architect Professional | Azure Solutions Architect Expert | Google Cloud Professional Architect | Certified Kubernetes Administrator (CKA) | HashiCorp Terraform Associate | ITIL v4 Foundation

## KEY ACHIEVEMENTS & METRICS

- Experience: 12+ years progressive DevOps/SRE experience | 5+ years in senior roles managing large-scale production
- Multi-Cloud Mastery: Deep hands-on AWS expertise | Production experience with Azure, GCP | OCI cloud familiarity | All major clouds certified
- AIOps Leadership: ML-based predictive monitoring | 65% incident reduction | Anomaly detection | Automated RCA | Self-healing systems (70% manual reduction)
- Microservices Excellence: 200+ microservices in production | Service mesh architecture | Kubernetes orchestration | 99.97% uptime | 10M+ users
- IaC Mastery: Terraform expert (5+ years) | CloudFormation | Ansible configuration management | 100% IaC coverage | 90% provisioning time reduction
- CI/CD Pipelines: Jenkins Pipeline-as-Code | Git/GitHub workflows | 50+ daily releases | Zero-downtime deployments | 80% bug reduction | Days → 15min
- Observability Stack: Prometheus, Grafana, ELK expert | CloudWatch integration | 60% false alert reduction | 45% MTTR improvement | Distributed tracing
- Automation Portfolio: Python expert (frameworks, APIs, ML integration) | Bash scripting | MongoDB queries | 50+ automation projects | 85% operational overhead reduction
- 24x7 Operations: On-call rotation leadership | <15min response | RCA expertise | Disaster recovery | Patching/upgrades | 99.97% uptime guarantee
- Cross-Cultural Leadership: Distributed team management (USA/Europe/Asia) | Multicultural collaboration | Remote/hybrid work excellence | 95% retention | 85% satisfaction