Sharan Chenna

Site Reliability Engineer
Website

Focused DevOps/SRE Engineer with 4+ years of experience maintaining 99.9% uptime for large-scale production systems on OCI. Expert in streamlining CI/CD pipelines, observability, and incident management to enhance system resilience. Proven track record of leveraging automation to reduce toil and scale performant cloud infrastructure.

Contact Information

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EDUCATION

BCA year of 2020
8.23 CGPA
Kakatiya University

TECHNICAL SKILLS

Operating Systems: Linux (Ubuntu, RHEL, Oracle Linux), Shell Scripting
Cloud & Orchestration: OCI, AWS, Kubernetes, Docker
Infrastructure as Code: Terraform, Ansible
CI/CD & DevOps: Jenkins, GitLab CI/CD, Git, Jira
Observability: Prometheus, Grafana, Zabbix, Telemetry
Incident & ITSM: SLA/SLI/SLO Management, Incident Response, ITIL
Networking & Security: Load Balancing, SSL/TLS, TCP/IP, Server Hardening, REST APIs, SSH
Languages: Python, Bash, YAML, JSON, AWK
Databases: MySQl, Postgres

Certifications

Ansible Automation - O'Reilly
GitHub Profesional - Linkedin
OCI Associate - Oracle
OCI AI Foundational - Oracle
Linux Bootcamp - Udemy

CORE COMPETENCIES

Incident Command: Leading high-severity war rooms and crisis management.
Root Cause Analysis: Expert in 5-Whys, fishbone diagrams, and post-mortem reporting.
Technical Mentorship: Training junior SREs and standardizing onboarding processes.
Cross-Functional Collaboration: Bridging gaps between Engineering, Product, and Support teams.
Cost Optimization: Analyzing cloud resource usage to reduce infrastructure waste.
Process Improvement: Identifying operational bottlenecks and automating toil.
AI-Assisted Engineering: Leveraging LLMs for rapid scripting, log analysis, and automated documentation.

WORK EXPERIENCE

Cloud Operations Engineer
Oracle - February 2024 to September 2025

Hypervisor Fleet Management: Managed lifecycle for a fleet of 8,000+ KVM/libvirt hypervisors, utilizing automated health checks to ensure 99.9% availability for critical OCI compute services.

Infrastructure Automation: Automated provisioning for thousands of nodes using Terraform and Ansible, reducing manual configuration time by 40% and ensuring consistent state enforcement across global regions.

Observability & Monitoring: Engineered comprehensive Grafana dashboards using custom telemetry, reducing Mean Time to Detection (MTTD) for critical incidents by 25% through proactive alerting.

Incident Management: Led troubleshooting for high-severity incidents, improving SLA compliance to 99.9%+ by standardizing root cause analysis (RCA) and reducing recurring issues by 20%.

Process Improvement: Developed automated JIRA dashboards and runbooks, reducing on-call administrative toil by 30% and streamlining the incident tracking lifecycle.

CI/CD Pipeline Optimization: Implemented robust CI/CD pipelines via OCIbuild, increasing deployment frequency by 2x while maintaining a 0% failure rate in production during peak traffic windows.

Pre-Production Validation: Executed rigorous region-based testing strategies to validate new features, catching 15+ critical bugs per quarter before production promotion.

Security & Compliance: Enforced security best practices across infrastructure by implementing granular access controls, achieving 100% compliance with internal security audits and regulatory standards.

Collaboration & Knowledge Sharing: Worked closely with development, operations, and support teams to share insights, document best practices, and improve incident response processes, fostering a culture of reliability and continuous learning

Associate Engineer
CtrlS Datacenters - April 2021 to December 2023

Multi-Cloud Infrastructure: Provisioned and managed a hybrid fleet of 2500+ servers (RHEL, CentOS, SUSE, AIX, Ubuntu) across on-premise and multi-cloud environments, maintaining 99.9% system availability.

Virtualization Management: Administered enterprise virtualization clusters using VMware, Hyper-V, and Nutanix, optimizing resource allocation for virtual instances and Network Attached Storage (NAS) to reduce hardware overhead by 15%.

High Availability & Web Serving: Configured SUSE HA clusters and high-traffic web servers (Apache, Nginx) with NIC Bonding and automated SSL renewal, ensuring zero downtime and robust network resilience.

System Automation: Developed advanced Bash and Python scripts to automate routine administrative tasks and user provisioning, reducing manual operational toil by 40%.

Identity & Access Management: Integrated Active Directory for centralized user management and automated sudo privilege auditing, ensuring strictly least-privilege access and enhancing audit readiness.

Security & Compliance: Led critical Patch Management cycles and server hardening initiatives, achieving 100% compliance with security frameworks and resolving high-severity vulnerabilities ahead of SLA deadlines.

Monitoring & Diagnostics: Architected a centralized Zabbix monitoring solution, automating agent deployment across the fleet to achieve 100% infrastructure visibility and reduce incident detection time by 30%.

Database Administration: Deployed and optimized MySQL and MongoDB Master-Slave architectures, tuning queries to improve database performance and reliability for business-critical applications.

Technical Account Management (TAM): Served as the Technical SPOC for key enterprise accounts, driving resolution for complex technical issues and improving Customer Satisfaction (CSAT) scores by 20% through proactive service management.

ITIL Process Management: Championed ITIL best practices for Incident, Change, and Problem management, ensuring 95%+ adherence to SLAs for all critical service requests.