

# 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.

## 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.

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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.