Sharan Chenna

Site Reliability Engineer

Website/Portfolio

Site Reliability Engineer with 4+ years of experience designing, automating, and scaling high-availability systems across cloud and on-premise environments. Skilled in Kubernetes, Terraform, Prometheus, Grafana, and CI/CD, with proven expertise in incident management, distributed system debugging, and performance optimization. Experienced in large-scale infrastructure operations (8,000+ hypervisors at Oracle Cloud) and customer-facing reliability engineering. Adept at leading incident response, automating ops, and improving SLIs/SLOs to deliver reliable and scalable services.

Contact Information

Phone: 8297622321
Email: maguiret4@gmail.com
Linkedin: linkedin.com/in/sharanchenna

Certifications

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

TECHNICAL SKILLS

Operating Systems: Linux (RHEL, Ubuntu, SUSE, AIX, Solaris), Windows
Programming & Automation: Bash, Python, YAML, JSON, AWK
Observability & Monitoring: Prometheus, Grafana, Nagios, Zabbix, Telemetry
Infrastructure as Code: Terraform, Ansible
CI/CD & DevOps: Jenkins, GitLab CI/CD, Git, Jira
Containers & Orchestration: Docker, Kubernetes
Cloud Platforms: AWS, OCI (Oracle Cloud Infrastructure)
Networking: DNS, TCP/IP, HTTP/HTTPS, Load Balancing, SSL/TLS, Firewalls
Databases: MySQL, PostgreSQL, MongoDB (basic administration)
Security: Server Hardening, Patch Management, Vulnerability Assessment
Incident & ITSM: ITIL, SLA/SLI/SLO management

Achievements

Increased System Uptime
Increased overall availability and reliability by proactive monitoring and mitigation of alarms
Automation of Processes
Automated several operational procedures thereby increasing the overall efficiency of the entire team
Lead Changes
Led multiple changes with zero post change incidents thereby increasing client satisfaction
Development
Proposed and Developed various tools which increased the operational efficiency reducing MTTR

EDUCATION

BCA year of 2020
8.23 CGPA
Kakatiya University

WORK EXPERIENCE

Cloud Operations Engineer
Oracle - February 2024 to September 2025

Hypervisor Management: Managed and maintained a fleet of 8000+ KVM/libvirt hypervisors, ensuring availability, reliability, and lifecycle management of virtual machines supporting critical OCI services.
API Reliability & Scalability: Operated Control Plane APIs that interface between hardware and internal customers, ensuring uptime, scalability, and fault tolerance across multiple regions.
I**nfrastructure Automation:** Automated provisioning using Terraform and managed configurations with Chef and Ansible, reducing manual intervention, improving consistency, and accelerating deployment processes.
Observability & Monitoring: Created Grafana dashboards using telemetry and log data from infrastructure and APIs, enabling proactive monitoring, faster incident detection, and reduced mean time to resolution.
CI/CD Pipelines: Implemented and maintained CI/CD pipelines via OCIbuild, enabling seamless code delivery and testing across regions, ensuring no disruptions in production environments.
Region Testing & Validation: Performed comprehensive testing in pre-production regions to validate new features, improve performance, and ensure stability before promoting changes to live environments.
Operational Support & Troubleshooting: Acted on alerts and telemetry data to troubleshoot issues, maintain service uptime, and support high availability through structured incident management and performance tuning.
Process Improvement & Documentation: Automated routine operational tasks, developed JIRA dashboards for improved incident tracking, and contributed to documentation and runbooks to enhance team efficiency and adherence to SLAs.
Resilience Engineering: Built automated failover mechanisms and redundancy strategies to ensure uninterrupted service during hardware or network failures, improving system resilience and reducing downtime.
Security & Compliance: Implemented security best practices across infrastructure and APIs, including access controls and auditing, ensuring compliance with internal and external regulations while protecting sensitive data.
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

Operating Systems: Provision, configure and maintain Linux infrastructure in a multicolour and on premise environments, provide end to end Support for various distros RHEL, CentOS, SUSE, Solaris, OL, AIX and Ubuntu
Identity and Access Management: Managed users and their privileges by integrating Microsofts Active Directory, Automated sudo privileges by use of scripting and privilege groups
Automation and Scripting: Advanced scripting capabilities in Bash and Python for automating administrative tasks and system processes.
Configuration Management: In-depth knowledge Logical Volume Management and RAID, expertise with setting up web servers with Apache, Ngnix, renewal of SSL for availability and security, Experienced with NIC Bonding activity to improve resilience
Database Administration: Experienced in MySQL and MongoDB installation, configuration, and query optimization, master slave configuration.
Virtualization Technologies: Handon experience with virtualization Technologies like VMWare, HyperV, Nutanix, end to end Expertise in deploying and maintaining virtual instances, and experience with storage infre like NAAS
ITIL Framework: Practical application of ITIL concepts for incident, problem, change, and service request management using ticketing tools.
Patch Management: Extensive experience in planning, testing, and deploying patches, leading critical change requests to production systems.
Security and Compliance: Expertise in server hardening, vulnerability remediation, and ensuring adherence to security compliance frameworks.
Monitoring and Diagnostics: Set up dashboards using zabbix, automating deployment of agents across the infrastructure, configure metrics and alarms to meet customer's business requirements
Backup and Recovery: Competence in data backup solutions and recovery processes, including disaster recovery planning and execution, Administered comvault backups
High Availability: Expertise in maintaining HA clusters of suse linux infrastructure
TAM: Experience as a Technical Account Manager, where the goal to is to be a technical SPOC for various customers, ensuring customer satisfaction