SHARAN CHENNA

DevOps / Site Reliability Engineer | 8297622321 | sharan.sre@gmail.com | linkedin.com/in/sharanchenna | Website

Professional Summary

Focused DevOps/SRE Engineer with 4+ years of experience maintaining 99.9% uptime for large-scale production systems of OCI Compute. 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.

Technical Skills

OS: Linux (Ubuntu, RHEL, Oracle) | **Cloud:** OCI, AWS, Kubernetes, Docker | **IaC:** Terraform, Ansible | **CI/CD:** Jenkins, GitLab CI/CD, Git, Jira | **Observability:** Prometheus, Grafana, Zabbix | **Net/Sec:** Load Balancing, SSL/TLS, TCP/IP, SSH, REST APIs | **Code:** Python, Bash, YAML, JSON, AWK | **DB:** MySQL, Postgres | **ITSM:** Incident Response, ITIL, SLA/SLO

WORK EXPERIENCE

Cloud Operations Engineer | OCI Compute (Control & Data Plane)
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 | Linux COE
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.

EDUCATION

BCA year of **2020** | **8.23 CGPA** | **Kakatiya University**