

P R Sridhar

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Professional Summary

Dynamic Product Support Engineer delivering exceptional technical support to Amagi's global clientele. Expert in diagnosing intricate issues through meticulous root cause analysis, harnessing FFmpeg and Bash for cutting-edge media processing, and orchestrating hybrid cloud ecosystems. Proficient in automation tools like Terraform and Ansible, and adept at leveraging Grafana and Prometheus for robust monitoring. Passionate about driving operational excellence, accelerating issue resolution, and elevating client satisfaction through innovative solutions.

Employment History

Amagi Media Labs, Bengaluru, Karnataka

Jan 2024 – Present

Product Support Engineer

- Owned deployment and lifecycle management of Amagi's cloud-native media products across AWS, GCP, and Kubernetes, ensuring seamless service delivery for clients like Sinclair, NBCU, Lionsgate, and Roku.
- Engineered modular Bash scripts using find, grep, awk, and sed across Ubuntu, Debian, and CentOS, automating ingestion, sorting, and processing of transport stream files (.ts, .es) from S3 buckets, boosting workflow efficiency by 30% with error-resilient pipelines.
- Leveraged FFmpeg for advanced media processing, including format conversion (.es to .ts to .mp4), audio-video muxing, and seamless concatenation, ensuring broadcast-quality output.
- Diagnosed and resolved complex streaming issues by tracing logs across AWS MediaLive, CloudWatch, and Kubernetes clusters, cutting incident resolution times by 25%.
- Optimized AWS MediaLive workflows with automated failovers between Main and Backup ingest points, achieving 99.99% uptime.
- Mastered Linux system administration across Ubuntu, Debian, and CentOS, streamlining package management (apt, yum), service configuration (systemd), and kernel tuning for high-performance media environments.
- Enhanced troubleshooting efficiency using advanced Linux command-line tools (grep -Ar, journalctl, top, htop), optimizing system performance across diverse distributions.
- Automated cloud infrastructure with Terraform, Ansible, and Jenkins, enabling zero-downtime upgrades for Kubernetes clusters and EC2 fleets.
- Built centralized logging pipelines with Prometheus and Grafana, improving observability and reducing incident response time by 20%.
- Championed proactive support by developing playbooks and SOPs, enhancing team readiness and client trust.

Skills and Areas of Expertise

- Technical Skills:** Python, Java, MySQL, Data Science, Bash, FFmpeg, Scripting, Automation, Error Handling, Linux Command Line, Package Management, Kernel Tuning
- Cloud & Infrastructure:** AWS (EC2, S3, CloudFront, MediaConnect, MediaLive, CloudWatch), GCP (Kubernetes Engine, Google Cloud Storage), Kubernetes, Docker, Terraform, Ansible, Jenkins
- Monitoring & Tools:** Grafana, Prometheus, Loki, Github, Zix
- Soft Skills:** Troubleshooting, Advanced Debugging, Problem-Solving, Root Cause Analysis, Communication, Leadership
- Other:** Networking, Linux System Administration (Ubuntu, Debian, CentOS), Logging, M3U8 Playlist Analysis, Video Ingest Management

Education

Dayyananda Sagar University, Bengaluru

June 2023

Bachelor of Technology

Certifications

- AWS Certified Cloud Practitioner
- Python Data Structures
- Algorithmic Toolbox
- Linux Shell Scripting

Languages

English, Kannada, Hindi, Telugu, Tamil