

P R Sridhar

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Product Support Engineer with a strong background in delivering high-quality technical support for Amagi's global clients. Skilled in diagnosing and resolving complex issues through root cause analysis and effective communication. Proficient in managing hybrid cloud infrastructure and utilizing automation tools like Terraform and Ansible. Adept at monitoring and alerting using open-source platforms such as Grafana and Loki. Focused on ensuring timely resolutions and consistently enhancing client satisfaction.

Employment History:

Amagi Media Labs | Karnataka, Bengaluru Product Support Engineer, 01/2024 - Present

- Managed Amagi's products on AWS, GCP, and Kubernetes, resolving customer issues and ensuring smooth service delivery across cloud platforms.
- Worked closely with top-tier clients like Sinclair, NBCU, Lionsgate, Roku, and many others, providing technical support and ensuring smooth deployment of Amagi's solutions.
- Expanded technical expertise with GCP, AWS, and monitoring tools like Grafana and Prometheus, while sharing knowledge to enhance team efficiency.
- Collaborated with cross-functional teams to address customer-reported issues, delivering root cause analysis and improving troubleshooting skills in Amagi's infrastructure.
- Experienced in utilizing automation tools like Jenkins, Terraform, and Ansible to enhance the efficiency and scalability of Amagi's products and services.
- Successfully managed infrastructure, logged key operations, and upgraded Kubernetes clusters and EC2 instances to ensure optimal system performance and scalability.
- Built strong customer relationships by providing proactive support and resolving complex issues for Amagi's cloud-based media solutions, ensuring uninterrupted content delivery.

Skills and Areas of Expertise:

Python, AWS, Java, MySQL, Data Science, Kubernetes, EC2, Amazon S3, Docker, Terraform, Bash, Github, Troubleshooting, Problem-solving, Root cause analysis, Zixi, Networking, Grafana, Prometheus, Loki, GCP, Argoid, Communication, Leadership, Monitoring, Linux, MediaConnect, CloudFront, Logging, Scripting, Automation, Kubernetes Engine, Google Cloud Storage, Ansible.

Education:

Dayananda Sagar University | Bengaluru Bachelor of Technology, 06/2023

Certificates:

AWS Certified Cloud Practitioner, Python Data Structures, Algorithmic Toolbox, Learning Linux Shell Scripting.

Languages:

English, Kannada, Hindi, Telugu, Tamil