

Srivathsaaan Nakkeeran

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EXPERIENCE

Support Analyst

Jun 2023 – Present

Chennai, IND

Bounteous

- Provide 24x7 incident monitoring using Site24x7, Sumo Logic, and AWS CloudWatch to ensure proactive detection, incident response, and SLA adherence across 10+ client environments.
- Streamline incident and change management through ServiceNow and xMatters–PagerDuty alert integrations, handling 200+ P2,P3 resolutions and initial triage for P1 incidents.
- Optimized AWS ECS scaling policies based on CloudWatch metrics to handle high-traffic events efficiently, achieving 99.99% uptime while reducing compute overhead.
- Enhanced infrastructure security by deploying Cloudflare WAF rules and Zero Trust access controls, mitigating credential stuffing and unauthorized admin access.
- Investigated and neutralized probing activity targeting government applications using Splunk, improving system resilience.
- Collaborate with development and cloud engineering teams to refine AWS infrastructure requirements, automate environment provisioning, and ensure deployment readiness.
- Support post-incident reviews and root cause analysis by correlating telemetry from Sumo Logic and CloudWatch, driving continuous reliability improvements.
- Maintain operational excellence through detailed documentation, onboarding guides, and knowledge-sharing sessions for new analysts and cross-functional teams.

Software Engineer Intern

Feb 2023 – May 2023

Chennai, IND

Bounteous

- Developed a full-stack e-commerce web application using React, Node.js, Java and MongoDB.
- Gained hands-on experience with AWS, Terraform, Docker, and Kubernetes to understand cloud deployment and container orchestration fundamentals.

EDUCATION

Amrita Vishwa Vidyapeetham

July. 2019 – July 2023

B.Tech Computer and Communication Engineering - CGPA:8.87

Coimbatore, IND

PROJECTS

Automated Domain Parking Application | Python, Terraform, Docker, LetsEncrypt, AWS

- Developed and enhanced Python redirect validation scripts to automatically parse complex NGINX configurations, test redirect correctness, and validate SSL certificates, improving test coverage and reliability.
- Implemented Dockerized NGINX with automated SSL management (Let's Encrypt) and dynamic configuration parsing.
- Built CI/CD pipeline in Bitbucket to build, test, and push Docker images to ECR.
- Provisioned ALB and ECS Fargate infrastructure using Terraform, enabling secure, cost-effective domain redirection.

Terraform Deployment Pipelines | AWS Codepipeline, S3, DynamoDB, Terraform Modules

- Designed and implemented AWS CodePipelines to automate Terraform code deployments across multiple environments, streamlining infrastructure delivery
- Configured remote Terraform state management using Amazon S3 and DynamoDB for reliable state locking and version control.
- Developed reusable Terraform modules to provision CI/CD pipelines across multiple AWS accounts, improving standardization and scalability.

TECHNICAL SKILLS

Languages: Python, JavaScript, HTML/CSS, Java, SQL (MySQL)

Developer Tools: AWS, Terraform, Git, Docker, Kubernetes

SIEM tools: ServiceNow, Cloudflare, SumoLogic, Splunk, Xmatters, Pager-Duty, Site24x7