

Srivathsan Nakkeeran

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SUMMARY

Cloud Operations Engineer with 2+ years of experience in managing and automating cloud infrastructure, security, and deployments. Skilled in AWS, Cloudflare, containerization, and IaC for performance and reliability optimization. Strong in CI/CD, monitoring, and incident response, ensuring high availability of critical systems and resolving complex issues in sensitive environments through cross-functional collaboration.

EXPERIENCE

Support Analyst

May 2023 – Present

- 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

Jan 2023 – May 2023

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

PROJECTS

Automated Domain Parking Application Python,Terraform,Docker,LetsEncrypt,AWS
Terraform Deployment Pipelines AWS Codepipeline,Terraform Modules

EDUCATION

Amrita Vishwa Vidyapeetham

2019 - 2023

B.Tech Computer and Communication Engineering

(GPA: 8.87/10.0)

Awarded Silver Medal for Academic Excellence and graduated First Class with Distinction.

CERTIFICATIONS

Google Cybersecurity Professional Certificate SIEM,Python,Linux,SQL

SKILLS

AWS, Cloudflare, Terraform, ServiceNow, SumoLogic, Splunk, Git, Python, Docker, Xmatters, PagerDuty, Site24x7, Kubernetes