



SUBBA REDDY ALAMURU



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PROFESSIONAL SUMMARY

- Results-driven Infrastructure and DevOps Engineer with 12 years of experience in infrastructure build and management, and 9 years of hands-on expertise in DevOps practices. Strong proficiency in designing, building, automating, managing, and scaling infrastructure on **AWS** and **GCP** across **Windows** and **Linux** environments. Skilled in **Continuous Integration/Continuous Deployment (CI/CD)**, **IaC**, **configuration management**, **containerization**, **orchestration**, and **monitoring solutions**. Proven ability to collaborate with cross-functional teams to streamline processes, reduce downtime, and optimize application performance. Basic understanding of **Machine Learning (ML) algorithms** and leveraging **GenAI tools** to enhance productivity at work.

TECHNICAL SKILLS

- **Cloud Platforms:** AWS, GCP
- **Operating Systems:** Windows, Linux
- **Version Control:** GitHub
- **Build Tools:** Maven, Gradle, NPM
- **CI/CD:** Jenkins, CodeFresh, Concourse, GitHub Actions
- **IaC/Config Management:** Terraform, Ansible
- **Containerization & Orchestration:** Docker, Kubernetes, Helm, ArgoCD
- **Custom Resource Definitions (CRDs):** Extensive experience with various CRDs in Kubernetes
- **Monitoring & Observability:** Datadog, AppDynamics, Prometheus, Grafana, SolarWinds
- **Scripting & Programming:** PowerShell, Bash, Python
- **Virtualization:** Citrix Virtual Apps and Desktops
- **Middleware:** IBM Message Queues (MQ), Connect Direct.
- **Project Management Tools:** Jira, Confluence, Kanban Boards, Trello, Teamwork

CERTIFICATIONS

- [CKA: Certified Kubernetes Administrator, Nov 2024](#)
- [AWS Certified Solutions Architect – Associate, Jul 2021](#)
- [Architecting with Google Compute Engine Specialization – Coursera – Aug 2020](#)
- Microsoft Certified Professional – Administering Windows Server 2012– Sep 2014 - F015-7356

EXPERIENCE

Aug 2024 to Present.

Technical Lead DevOps

Sycamore Informatics, Bangalore (Direct from 07-May-2024 to present)

- Engineered end-to-end **Sycamore Windows Desktop Experience** (Apache Guacamole, Windows RDP), implementing **high availability, intelligent autoscaling, and zero-downtime resource optimization** – achieving **significant cost savings** while maintaining uninterrupted user access.
- **Spearheaded end-to-end SSO integration** for Sycamore products, **leading proof-of-concepts through production deployment** across diverse identity providers (**Microsoft Entra, Okta, Authentik, Keycloak**) to **streamline authentication workflows**.
- Configured **federated identity solutions** using IdP-to-IdP (org-to-org) federation, **enabling seamless SSO integration** across multiple identity providers for unified product access.
- Developed **custom SSO enablement for legacy applications** by integrating **nginx with OAuth2 Proxy**, **modernizing authentication** for systems lacking native SSO support.

Sycamore Informatics, Bangalore (via Efficacy Lifescience Analytics Pvt Ltd from 05-Aug-2024 to 06-May-2025)

- Built and managed multiple siloed environments for various customers at Sycamore Informatics, ensuring data security, segregation, and compliance with customer-specific requirements.
- Designed, deployed, and maintained **EKS clusters** for scalable and highly available containerized applications, optimizing resource usage and performance.
- Defined and implemented comprehensive **backup and restore strategies** using **CloudCasa**, ensuring data protection and disaster recovery readiness for Kubernetes workloads.
- Established **Disaster Recovery (DR) environments** for different customers, ensuring business continuity by setting up backup infrastructure and failover systems.
- Led and executed **regular DR drills** to validate the stability and reliability of DR environments, ensuring minimal downtime and rapid recovery in case of emergencies.
- Performing weekly maintenance activities like rebooting machines and eventually automating the processes.
- Documented every platform build and implementation step in detail to meet **customer auditing requirements**, ensuring full transparency and compliance with regulatory standards and internal policies.

Sep 2023 to Aug 2024.

Software Engineer

Cisco Systems India Pvt Ltd, Bangalore

- Using **Terraform** built **AWS EKS** clusters for multiple environments with different TF providers **AWS, Kubernetes, Helm, Datadog and CRDs**
- Deployed python GenAI (Azure OpenAI) application to EKS clusters.
- Wrote / modified Jenkins pipelines to automate EKS builds and application deployments.
- Integrated regression tests in Jenkins deployment pipelines.
- Worked on enabling **SSO** using **GitHub OAuth** for **Grafana**.
- Wrote python **flask APIs** to create health checks to all the endpoints that the application connects to.
- Configured **Datadog** monitors for infra, Kubernetes metrics, synthetic monitors and integrated with **PagerDuty** to receive alerts on instant messaging application (Webex).
- Configured alerts on Amazon ES **Kibana** and integrated with **PagerDuty** for alerts.
- **Terraformed** Datadog dashboards for multiple environments.
- Conducted comprehensive performance analysis and benchmarking for EKS Clusters.
- Evaluated and optimized EKS cluster performance metrics including but not limited to Resource Utilization, Network Performance, Application throughput and latency using **Apache JMeter / Locust**.
- Collaborating with developers and leaders to understand the requirements and fulfilling their needs with automation.

- Worked on projects in US GovCloud ensuring compliance with FedRAMP requirements.
- **Continuously Learning and researching on best practices to automate most of the tasks.**

Jan 2022 to Sep 2023

Lead II, Software Engineering - Development

Kyndryl Solutions Pvt Ltd, Bangalore (Client – ANZ Bank)

- Designing and building of **IBM MQ** and **Sterling Connect Direct (C:D)** applications in **GCP** and **AWS**.
- Created and maintained GCP projects using ANZ certified terraform modules.
- Contributing to ANZ terraform modules via GitHub PRs.
- Automate deployments of MQ and CD applications in GCP using **Git, Bash, CodeFresh, Terraform**.
- Writing **groovy** scripted pipelines in Jenkins for CI/CD of web applications.
- Working with dev teams and writing **Dockerfiles, Kubernetes** manifests and deploy them in **AWS EKS** clusters using **ArgoCD** through Jenkins.
- Use of **Hashicorp Vault** to store secrets and use in CI/CD pipelines.
- Worked on deploying **AppDynamics** k8s cluster agent into Kubernetes cluster for monitoring k8s cluster resource usage.
- Worked on encrypting RDS Databases, snapshots with **AWS KMS** (Customer managed keys) and moving them across regions and accounts.
- Designing pipeline strategies during maintenance/patching/upgrading systems.
- Mentoring and advising teammates from junior to seniors.
- Working closely with developers to understand their needs and enhancing the scripts required to deploy applications.
- Provide production support services and assistance to the application team on problem investigation and problem troubleshooting.
- Documenting Architecture diagrams, Release Notes, Runsheet, Knowledge Articles in **confluence**.

Jul 2021 to Jan 2022

Solution Architect

Quesst Corp Limited, Bangalore (Client – ANZ Bank)

- Designing and building of **IBM MQ** and **Sterling Connect Direct (CD)** applications in **GCP**.
- Automate deployments of MQ and CD applications in GCP using **Git, CodeFresh, Terraform**

May 2017 to Jul 2021

Senior Solution Architect

Sabre Travel Technologies Pvt Ltd, Bangalore

- Held positions in 3 teams, SaaS Citrix, Middleware and ServiceNow Automation team respectively.
- Installation and configuration of IBM WebSphere MQ version 8 & 9 on RHEL.
- Create, update, delete, backup and recovery of MQ objects.
- Troubleshoot MQ related issues using MQ Logs and System utilities.
- Granting and revoking permissions to MQ objects and configuring security exit files.
- Supporting platform teams to patch on prem MQ servers.
- Setting up of RDQM on AWS using **cloud formation** templates.
- Working with different AWS services to build infrastructure for MQ systems and Citrix Virtual Apps and Desktops.
- Participated in periodic application releases and testing of the new versions in non-prod and production.
- Used **Git, Jenkins, Ansible, Nexus** tools during application release.
- Scripting in **PowerShell** and **Python** to automate different tasks like backup of data, installing updates to applications we support, and monitoring infrastructure.

- Working on GCP to setup MQ using **Terraform**.
- Wrote **CloudFormation** templates to deploy Community Portal (java web application) application in AWS.
- Wrote Terraform code to stand up **ServiceNow Mid servers** in **GCP**.
- Using **Docker** to create containers for testing and validating applications before proceeding to higher environments.
- Have designed and configured **Monitoring** for the infrastructure using **AppDynamics** and **SolarWinds**. Have written AppDynamics **custom scripts** to monitor and create alerts for desired features.
- Have participated in building **state-of-the-art** infrastructure with proven **redundancy** and **scalability**.
- Administered **MS SQL database**, setup **Always-On High Availability** using Microsoft Failover Clustering, configured jobs to take backups and shrink transaction logs, cleanup disk space.
- Worked flexibly during nights, weekends, and holidays depending on requirement.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Working flexibly to support internal and external customers in different time zones.

April 2016 – May 2017

Senior Operations Professional

IBM India Pvt Ltd, Bangalore

- Installation and configuration of Citrix XenApp/XenDesktop (6.5, 7.6 and 7.9 versions), Provisioning and Machine creation Services, licensing, StoreFront and Director.
- Creating and managing XenApp/XenDesktop policies.
- Publishing applications, content and Desktops via Citrix XenApp/XenDesktop.
- Configuring and Managing users' profiles using Citrix UPM.
- Working interactively with business customers and resolving day to day Citrix XenApp and XenDesktop related issues.
- Automating XenApp, Storefront, VDA deployments using PowerShell scripts.
- Managing Active Directory for granting permissions on applications and desktops to users.
- Carried out day-day-day duties accurately and efficiently.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.

May 2014 – April 2016

Senior Analyst

HCL Tech Ltd, Bangalore (Client: Deutsche Bank)

- Supporting Citrix XenApp 6.5 environment.
- Adding and removing permissions on applications to users and groups.
- Patching windows servers using WSUS.
- Working on incidents to resolve day-to-day issues.
- Generating infrastructure health reports periodically to present to higher management.
- Investigated and addressed system issues to enhance usability and improve functionality.
- Documented procedures and business processes and shared information with appropriate stakeholders.

November 2013 – May 2014

System Administrator

SourceOne Management Services Pvt Ltd, Bangalore (Client: Deutsche Bank)

- Supporting Citrix XenApp 6.5 environment.
- Adding and removing permissions on applications to users and groups.
- Oversaw file system, storage and other digital asset upgrades while safeguarding data integrity and redundancy.

- Installed important security and functionality patches to maintain optimal protection against intrusion and system reliability.

EDUCATION

April 2012

Bachelor of Technology in Electronics and Communication Engineering

Jawaharlal Nehru Technological University, Anantapur

March 2008

Intermediate (Mathematics, Physics, Chemistry)

Bapuji Cooperative Junior College, Anantapur

March 2006

SSC (High School)

Oxford English Medium High School, Anantapur

MAJOR ACCOMPLISHMENTS

- **Independently Programmed PowerShell GUI app for Level 1 support team.**
It can allow a support team member to reset Citrix UPM profiles and Application-level profiles as well as to download application logs when required. For audit purposes it can also log who did what inside the application.
- **Independently designed and configured infrastructure monitoring.**
Making use of AppDynamics and SolarWinds, configured monitoring of different dev, cert and production environments. Wrote custom PowerShell scripts to collect metrics from the servers such as Citrix sessions failures, connection counts, faulty servers, SQL jobs status, AD Trust Validation, Load on servers, database connectivity to applications etc. Got appreciated with USD \$1000.
- **Programmed Team Shift Roster using Python.**
A personal fun project putting a real scenario into implementation using python. This will generate a roster for my team, for a given range of dates, spanned across India and USA having 3 shifts, 2 in India and 1 in USA, equally distributing the shifts across team members even during weekends and holidays (common and regional). Link to this project on GitHub <https://github.com/subbareddyalamur/Team-ShiftRoster>