Sudharshan Rao Rajampalli

Site Reliability Engineer & Cloud Engineer

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PROFESSIONAL SUMMARY

Site Reliability Engineer & Cloud Engineer with 2.5+ years of experience in resolving, maintaining, and managing client software, hardware, and network infrastructure based on service requests raised by end users, ensuring 100% SLA adherence and zero escalations. Strong expertise in AWS Batch Monitoring and Management, incident management, root cause analysis, ticket tracking, system administration, backup management, and infrastructure support across 24/7 production environments. Proven ability to deliver high client satisfaction through timely resolution and high-quality service operations.

EXPERIENCE

Site Reliability Engineer & Cloud Engineer (Analyst)

HCL Technologies | 2023-09 – Present

- Resolve client software, hardware, network, and infrastructure issues based on service requests in SLA-driven environments.
- Handle multi-channel tickets (Dial Home, Email, Chat, IMS) ensuring timely response and closure within defined resolution timelines.
- Perform AWS Batch Monitoring and Management, ensuring job reliability, queue stability, workload health, and rapid failure resolution.
- Provide L1/L2 production support for Linux and cloud platforms in 24/7 operations, including rotational night shifts.
- Maintain consistent 100% SLA adherence with zero customer escalations across supported services.
- Conduct detailed Root Cause Analysis (RCA) for recurring incidents and implement preventive action plans.
- Deliver immediate resolution for high-priority incidents and critical service requests.
- Administered and supported 150+ Unix/Linux servers across production and non-production environments, managing multiple operating systems (RHEL, Oracle Linux, CentOS, Ubuntu).
- Perform system administration tasks including disk management, LVM, filesystem tuning, kernel updates, and system performance checks.
- Implement security best practices using SELinux, SSH hardening, and privilege controls.
- Provide application and system user access management based on client requirements.
- Monitor infrastructure using CloudWatch, Grafana, Prometheus, ELK, and OpManager to proactively detect and resolve issues.
- Validate backups and ensure restore readiness for critical systems and logs.
- Review and update chatbot-generated logs to ensure timely closure of all incidents and requests.
- Track tickets end-to-end using ServiceNow, ensuring proper documentation and audit readiness.
- Collaborate with cross-functional teams (network, database, application) during major incidents and complex troubleshooting.
- Reduced Mean Time to Resolution (MTTR) by 25% through proactive monitoring and better prioritization.
- Automated recurring operational tasks across Kubernetes and cloud infrastructure using Terraform, Ansible, and Bash, reducing manual effort by 40%.
- Maintain accurate CMDB records and asset inventory for infrastructure components.
- Maintained and enhanced the SnapLogic integration solution, supporting continuous integration (CI) and CI/CD pipelines; designed and optimized integration solutions, implemented monitoring and execution metrics (success rate, latency, error trends), troubleshot failures, and ensured reliable, scalable data flows across dev, test, and production environments.

PROJECTS

Autonomous Vehicle System

Autonomous Vehicle System with real-time sensors and cloud-based analytics.

- Won 1st Prize – National Level Project Expo 2023 (IEEE)

CERTIFICATIONS

Microsoft Certified: Azure AI Fundamentals

Microsoft

Microsoft Azure Administrator

Microsoft

ITIL Foundation

AXELOS

Oracle Cloud Infrastructure 2024 AI Foundations Associate

Oracle

Accomplished Internship in DEVOPS

Frontlinemedia

AGILE AND SCRUM METHODOLOGY

HCL Technologies

SKILLS

AWS (EC2, S3, VPC, CloudWatch, Lambda, AWS Batch)	OCI	VMware	Git
RHEL 6/7/8/9	Oracle Linux	CentOS	Ubuntu
ServiceNow	CloudWatch	Grafana	Prometheus
ELK Stack	OpManager	Terraform	Ansible
Bash scripting	Python	Shell Scripting	Networking Fundamentals (DNS, TCP/IP, Firewall troubleshooting)

EDUCATION

Andhra Loyola Institute of Engineering & Technology

Bachelor of Technology (B-Tech) in ECE   2019 – 2023