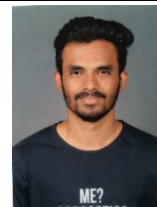


Sujeet Madihalli

CLOUD OPERATIONS ENGINEER



Objective

I seek a dynamic role to leverage my expertise in software engineering, project management, and site reliability. With a proven track record in enhancing processes and contributing to impactful projects, I am committed to continuous learning and staying updated with the latest technologies. I aim to make valuable contributions to the company's success and advance my professional growth.

Experience

06/2024 –
Present

Oracle, Bangalore Cloud Operations Engineer

- Maintained Oracle SaaS products (CRM, OTM, WMS) across servers in North America, Oceania, and Europe, managing over 100 customer tickets weekly with an average TAT under 1 hour: reduced downtime by 30% through proactive ETL monitoring and complex issue troubleshooting.
- Led cloud infrastructure management for multiple products, participated in full-scale WMS cloud migration and upgrade projects, and developed Python automation scripts to eliminate manual tasks and enhance system reliability.
- Optimized daily ETL pipelines and automated report generation processes, supporting critical customer operations and enabling data-driven business decision-making, resulting in a 25% improvement in service efficiency.

08/2021 –
05/2024

Subex Ltd, Bangalore Senior Software Engineer, Service Management

- Worked as a DevOps Engineer, managing production environments for telecom products, automating repetitive tasks using Python and Shell scripts, and reducing manual intervention by 70%.
- Designed and implemented proactive monitoring systems and troubleshooting frameworks, significantly improving incident response times and minimizing service disruptions across client environments.
- Initiated and led process improvement initiatives, creating scalable problem-solving workflows that enhanced team productivity and decreased issue resolution times by 40%.

01/2021 –
08/2021

KLS Gogte Institute of Technology College Curriculum

- Developed a Genetic algorithm-based system to autonomously generate institution timetables and designed a user-friendly portal for schedule access.
- Conducted thorough testing, debugging, and presented project findings to stakeholders.

07/2019 –
08/2019

Verzeo, Bangalore Intern

- Developed a machine learning model for facial emotion detection in input images using TensorFlow and the Haar-Cascade classifier.
- Created a mini project - Text Summarizer using NLP techniques

Education	2025 - 2027 Expected	University of Maryland, College Park Master's in Data Science
	2017 - 2021	KLS Gogte Institute of Technology, Belgaum B.E Computer Science <ul style="list-style-type: none"> • CGPA: 9.15 • Prominent Projects: Time-table generation, Hotel Management. • Committee: Technical Team (Aura18, Aura19), E-sports Club.
Skills	Programming	Python, Shell, PHP, HTML, CSS, MySQL.
	Tools	Kubernetes, Docker, git, Grafana, NumPy, Pandas, Hadoop, Data Structures.
	Other	OCI Gen AI, Automation, DBMS, Networking, Shell Scripting, Linux.
	Soft Skills	Customer Interaction, Time Management.
Projects	05/2023– 07/2023	Project Handbook (Subex), <ul style="list-style-type: none"> • Designed and created an internal website employing HTML/CSS, Python, PHP, and JavaScript within a Docker container. This platform serves as a repository for accessible customer and product-related server details, while also utilizing Python for predictive data analysis for the upcoming month.
	01/2023 – 08/2021	Automated Time-Table Generation (Bachelors) <ul style="list-style-type: none"> • Developed a Genetic algorithm-based system to autonomously generate institution timetables. Created a dedicated portal for faculty and students to access and download schedules. Reduced operational overhead by 95%.
	08/2019	Facial Emotion Detection (Verzeo) <ul style="list-style-type: none"> • A Python project implemented with the OpenCV library and TensorFlow, utilizing a laptop or PC's webcam as input to display the emotion of the person captured in the webcam image as the output with 92% accuracy.
Certifications	Oracle	• OCI 2024 Generative AI Professional (1Z0-1127-24)
	Coursera	• Machine Learning Specialization
	Udemy	• Protecting Business Innovations via Patent
		• Kubernetes
	HackerRank	• Docker
		• Python - 5 Stars
	NPTEL	• Java - 4 starts
	MTA(Microsoft)	• Python for Data Science
		• Data Analytics with Python
		• Introduction to Programming using Python
		• CAE (2018) – Level B1
	English	• IELTS (2023) – Band 7.5