TUSHAR SAURABH

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Senior site reliability engineer

Experienced Senior Site Reliability Engineer with over 17 years of expertise in driving results and optimizing performance. Specializing in ensuring the availability and reliability of custom web-enabled agent management system on hybrid cloud-based system. Proficient in Python, JavaScript, Node.js, and PowerShell, focusing on automation scripting and utilizing monitoring tools such as Azure Monitor, AppDynamics, and Opensearch. Experienced in centralized logging, monitoring, and observability solutions. Strong coding skills with a solid background in system engineering, software development, and continuous integration/deployment. Seeking a challenging role as a Site Reliability Engineer to leverage communication skills, provide support, and effectively triage issues, while thriving in an organized, independent, and collaborative working environment.

Professional Experience

CHUBB Business Services India, India   **Jan 2024 - Present**
Senior Site Reliability Engineer, Hyderabad

- I owned the stability of the environment, user experience metrics, and application performance aspects of Site Reliability. I collaborated closely with business stakeholders to enhance the experience of agents using the application. Additionally, I worked with the Development and QA teams to ensure a stable environment, and facilitate seamless and timely releases.
- Leveraged Azure Monitor, AppDynamics, Opensearch, Google Analytics, and proprietary tools to proactively monitor web applications and maintain a 99.9% uptime. Additionally, analyzed data to identify performance bottlenecks and propose effective solutions.
- Developed an automation workflow using Power Automate and Microsoft Teams, enabling developers, QA, and other project stakeholders to perform basic system admin tasks, trigger Jenkins job, and query the current status of applications. This initiative allowed the DevOps and SRE teams to focus on more critical aspects of automation.
- Created a web application to aggregate KPIs from various sources and present them graphically. This enabled the business and leadership teams to check metrics in real-time, eliminating the need to wait for weekly meetings. It also assisted the application team in identifying patterns related to user experience issues and improved the time to deliver metrics for a defect.
- Collaborated with various stakeholders, including business teams, developers, quality analysts, the change management board, and peripheral application teams, from the start of the sprint to its release. Ensured tasks were proactively completed, queries were clarified, pertinent questions were raised, and risks were identified.
- Mentored and developed the next generation of Site Reliability Engineers by providing application knowledge transfer, teaching scripting languages such as PowerShell, and assigning tasks to create solutions for existing automation ideas. Additionally, guided them on becoming self-sufficient by effectively using resources like Google and ChatGPT.
- Proficient in building Jenkins pipelines, writing Groovy scripts, and creating Ansible playbooks. Skilled in programming languages such as Python, JavaScript (TypeScript), and scripting with PowerShell. Experienced with frameworks like Angular and Svelte, as well as runtimes such as Node.js. Adept in using Python libraries including Pandas, Numpy, and Matplotlib, and Java's desktop library JavaFX.

Cognizant Technology Solutions, Canada   **Jul 2017 - Jan 2024**
Senior software engineer, Toronto

- Implemented performance monitoring using Azure Monitor, AppDynamics, OpenSearch (similar to Elastic), and Google Analytics, resulting in a 20% improvement in application response time
- Collaborated with DevOps team to design, implement, and optimize CI/CD pipelines, resulting in a increase in deployment frequency and a reduction in production system downtime.
- Designed and implemented Angular application to analyze website performance metrics, resulting faster pattern recognition of bottlenecks impacting user experience
- Utilize Terraform scripts to provision VMs and configure them for the application team. Additionally, conduct server monitoring and troubleshooting tasks as needed.
- Assembled a team dedicated to ensuring the performance and availability of the web application, utilizing tools such as AppDynamics and Google Analytics. Developed an agent-based application monitoring system and created multiple PowerShell scripts to enable automation and enhance productivity.

Cognizant, India   **Apr 2010 - Jul 2017**
Senior Associate, Chennai

Infosys, India   **Jun - Apr 2010**
Technology Analyst, Bangalore

Core Competencies

Problem Solving   Troubleshooting ability, wireshark, fiddler, perfmon, Analytical Skills
Automation and Scripting   python, bash, powershell, chef, puppet, git, github
Cloud Infrastructure   Systems Architecture, GCP, AWS, Azure
Incident Response   Limited Incident Response, Incident Management, ServiceNow, jira
Analytics   Data Analysis, Data Visualization

Education

University of Pennsylvania, Philadelphia, United States, Master in Computer and Information Technology, Sep 2021 - Feb 2024
- Successfully completed the Master of Computer and Information Technology (MCIT) program, a highly demanding graduate-level program. Excelled in interdisciplinary roles and technical software development positions, showcasing versatility and adaptability in the industry. Eagerly embraced the challenges of the program, resulting in the development of a strong foundation for a prosperous career in the field of computer and information technology.

Awards

Infosys Excellence Award, Infosys   **Jan 2001**
My project received the Infosys Excellence Award, and I was recognized as a pivotal member of the team.

Prima Award, Infosys   **Jan 2001**
At Infosys, my project was honored with the Prima Award in the Project Execution category. I was acknowledged as a vital team member and received recognition with a silver coin.

Certifications

PGP DevOps Certification Training

PGP Git and GitHub Training