Rajashekar Reddy - **Sr. DevOps Engineer/ Site Reliability Engineer**
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A highly dynamic result oriented professional with robust analytic and advanced technology & business expertise with around 8 years of experience as a Build/Release engineer and **DevOps/SRE** engineer in **Financial, Automotive Inventory/ Auto Finance**. Possess the ability to think out of the box and develop innovative IT solutions while being flexible to changing situations that offer maximum business value to projects; to develop detailed results by working with dynamic teams.

Certifications:

Splunk Power User, LPIC Linux Administrator
AWS Certified SysOps Administrator - Associate

Project/Tools Migration:

- Highly skilled and experienced in the following migrations
  - JIRA migration from one instance to another
  - JIRA migration from on-prem to cloud
  - SVN to GIT Migration
  - Jenkins pipelines migration
  - Artifactory migration
  - Migration of on-premise servers to AWS EC2 using cloud Endure
  - Monolithic application to Microservices
  - On-Prem to AWS, Azure and PaaS services like OpenShift
  - Confluence migration
  - Onboarded Monitoring with Observability as Code
  - VM migration to AWS using Cloud Endure

Monitoring/ Observability Expertise:

- Worked on various monitoring tools includes **Splunk**, **Dynatrace**, **New Relic**, GCP Cloud Monitoring/Logging (Stack Driver), AWS CloudWatch etc.
- Integrated monitoring tools with Slack, Teams and other paging tools like **xMatter**, **Opsgenie**
- Worked on automating creating Alert policies, Notification channels, Alerts, Dashboards using Terraform (Observability/ Monitoring as code)
- Promoted same alerts with thresholds as needed for different environments
- Monitored 3rd party, DB and lot other metrics and logs.

PROFESSIONAL SUMMARY:

- Around 8 years of experience with Build and Release Management and Linux Administration
- Created a high availability and scalable **AWS stacks using EC2 auto scaling functionality.** Used **Stack Driver** and **AWS cloud monitoring** extensively **to monitor and debug** the **cloud-based AWS EC2 services.** Created tagging standards for proper identification and ownership of **EC2** instances and other **AWS resources.**
- Worked on **"Lift and Shift**" process of migrating linux instances to AWS EC2 using Cloud Endure.
- As part of migration, I have setup required AMI, IAM roles, Network settings, Connectors and service accounts.
- Supported **Java Spring boot, Node Js, Kotlin framework** and deployed applications to AWS/GCP
- Wrote/modified the **groovy** configuration files and in creating **custom stages** based on the application requirement.

- Worked extensively with REST API's for automating various vendor api's.
- Worked on complete **SDLC** starting from planning phase to production support
- Expertise in administering **JIRA**, **Confluence**, **Bitbucket** and CI/CD tools
- Worked with various Monitoring tools and in setting up alerting policies for the production systems
- Implemented practices from Google SRE Handbook specifically related to Monitoring and Observability.
- Integrated apps with **New Relic** and Automated using **Terraform** for replicating alerts across environments (**Observability as Code**)
- Troubleshooting production issues and supported customers by being on-call rotation. Worked with vendors by providing stack traces and analyzing stack traces.
- Supported multiple deployment models (A/B and Canary) to Production environment
- Worked with various operating system like Linux, Windows
- Worked integrating **Hashicorp Vault** with Jenkins for CI/CD pipelines
- Worked on setting up Hashicorp Vault for automation with AWS various services like EKS also integrated with Jenkins pipelines
- Worked with various scripting languages and build expertise in Python scripting, automated various tasks
- Worked on setting up **SLO's** and **SLI's** based on client needs and working with internal teams
- Worked in administering, creating instances and upgrading Jboss subversion
- Good knowledge and hands on Experience in some monitoring tools like **Datalog, New Relic, grafana** etc.
- Adopted Gitops into infrastructure maintenance, Application release process and further automated the process by using branching strategy
- Worked on **serverless** technologies like **lambda functions**, Developed multiple lambda functions with python scripting
- Created and configured CloudFront distribution to help accelerate the web and assets delivery using CDN caching.
- Good understanding of the principles and best practices of Software Configuration Management (SCM) **in Agile, scrum, and Waterfall methodologies.**
- Worked extensively on automation engine **Ansible** that automates cloud provisioning, configuration management, application deployment, intra-service orchestration, and many other IT needs.
- Installed, Configured, Managed Monitoring Tools such as **Splunk, qradar, Nagios, Zabbix** for Resource Monitoring/Network/Monitoring/Log Trace Monitoring.
- Skilled in leading team, liaising with Product teams to define branching as well as release strategies for each release, **participating in Change Advisory Board (CAB) meetings to identify timelines for release and track risks,** software development processes and methodologies and knowledge of the complete product development life cycle.
- Provided production support in an on-call rotation in a 24x7 environment.
- Excellent client relation skills and the drive to complete tasks effectively, and efficiently where customer service and technical skills are demanded.

TECHNICAL SKILLS

Operating Systems:	Linux Red Hat (4.x, 5.x, 6.x, 7.x), Linux CentOS, Ubuntu, Unix, Windows […] A|X.
Version Control Tools:	SVN, GIT, Bitbucket, TFS, CVS and IBM Rational Clear Case.
Web/Application Servers:	Web Logic, Apache Tomcat, Web Sphere, Blade Logic Server and JBOSS.
Automation Tools:	Jenkins/Hudson, DevOps CI/CD, Udeploy, Artifactory and Build

	Forge.
Build Tools:	Maven, Ant and MS Build.
Configuration Tools:	Chef, Puppet, salt and Ansible.
Bug Tracking Tools:	JIRA, Remedy, HP Quality Center and IBM Clear Quest.
Scripting:	Shell, Bash, Perl, Ruby and Python, Groovy.
containerization Tools:	Docker, Kubernetes
Monitoring Tools:	Cloud watch, Splunk, Dynatrace, New Relic, Grafana, AEM
Cloud Platform:	AWS, Azure and GCP

PROFESSIONAL EXPERIENCE

Apple, Austin, Tx Sep 2018 – Present

Role: Sr. Site Reliability Engineer/Platform Engineer

Responsibilities

- Spearheaded SRE practices to enhance system reliability and performance, achieving <1% unplanned downtime.
- Developed and monitored SLIs, SLOs, and SLAs for critical applications, enforcing reliability goals.
- Designed automated dashboards and alerts, reducing incident detection time by 25%.
- Implemented Kubernetes (EKS) solutions, optimizing cluster performance and application scaling.
- Built and maintained CI/CD pipelines with Jenkins and GitHub for seamless application deployments.
- Conducted periodic disaster recovery exercises, identifying and resolving critical gaps.
- Identified, crafted, and meticulously maintained Service Level Indicators (**SLIs**) and Service Level Objectives (**SLOs)** for cross-functional teams.
- Worked closely with **Development and QA** teams to ensure end-to-end quality. Wrote and maintained comprehensive **infrastructure documentation**. Collaborated with **third-party vendors** to resolve **infrastructure issues.**
- Tracked key metrics including Mean Time to Recovery (**MTTR**), Lead Time for Change, Deployment Frequency, and Change Failure Rate to drive continuous improvement.
- Collaborated with Application teams to establish robust **observability and telemetry** solutions, enabling proactive issue detection and rapid incident response.
- Defined and operationalized the concept of service availability by developing, monitoring, and creating alerts for **SLIs and SLOs**.
- Developed, tracked, and enforced error budgets, ensuring that system reliability aligns with organizational objectives.
- Collaborated closely with development teams to review code instrumentation, ensuring proper monitoring of SLIs, SLOs, and SLAs.
- Orchestrated the creation of essential dashboards to facilitate real-time performance monitoring.
- Established, tested, and fine-tuned alerting mechanisms tailored to different tiers of applications, optimizing incident response.
- Maintained comprehensive **runbooks** and procedures, with a strong emphasis on automation to streamline operations and reduce manual tasks.
- Designed and executed periodic Disaster Recovery exercises, encompassing tabletop discussions and simulated failures through fault injection to bolster system resilience.
- Extensive experience working with AWS Elastic Kubernetes Service (EKS), including cluster provisioning, management, and optimization.
- Proficient in Kubernetes administration with hands-on experience supporting Kubernetes clusters, ensuring their stability and scalability.

- Demonstrated expertise in the Splunk platform, leveraging it for advanced log analysis, monitoring, and troubleshooting.
- Solid understanding of CI/CD pipelines, with practical knowledge of tools such as GitHub.
- Proficient in the Kubernetes ecosystem, Linux administration, Docker, and networking.
- Demonstrated expertise in **Kubernetes application** resource management, infrastructure setup, application architecture, deployment process and **CI/CD**, configuration settings, and component-level testing.
- Familiarity with configuration management tools like Puppet and Ansible, contributing to efficient DevOps practices.
- Skilled in scripting languages, including Shell and Python, for automation, task optimization, and system management.
- Proactively identified and addressed partner issues, applying a prioritization framework to ensure swift and effective resolutions, thereby enhancing collaboration and stakeholder satisfaction.
- Successfully coordinated and collaborated with multiple partners spanning various teams and continents, demonstrating strong cross-functional communication and project management skills to achieve global objectives.
- Played a pivotal role in a seamless cloud migration project, facilitating the transition of on-premises applications to cloud environments without causing any downtime or disruption to critical services.

CapitalOne, Plano, Tx Sep 2018 – Present

Role: Sr. DevOps Engineer/Site Reliability Engineer

Responsibilities

- **Designed/Architected** a DevOps pipeline that fits all the applications and used enterprise-wide
- Worked with top-level management to form a centralized DevOps team and lead the team to build CI/CD framework
- Deploying Kubernetes cluster using Jenkins - SonarQube, nexus.CI Cd pipeline with Jenkins, ECS and terraform. Multi-stage pipelines with approval. Running Jenkins pipeline with **ECS fargate** & **ec2 based ECS cluster**.
- Configure and manage Kubernetes using **helm charts**, repositories, plugins, and templates Deploying Django and **Postgres** on **Kubernetes**, **docker** in AWS
- Expertise in the deployment of microservice on Kubernetes manually using **YAML** file or **helm chart**
- Deploying **services** in the **Kubernetes** cluster by deploying different types of templates (YAML) according to project requirements.
- Developing the mitigation plan to improve **Disaster Recovery capabilities**; and, maintaining a list of DR gaps, and drive closure to meet the internal **SLA, RTO, and RPO**
- Establish and maintain detailed DR communications and command and control plans through a **change management process**
- Automated the disaster recovery process to Reduce RTO time, and maintain application **Gold Resiliency status**
- Troubleshooting issues in **Kubernetes deployments, and pods** by coordinating with respective teams
- Collaborated with customers and **onsite/ offshore** teams in order to deliver the product
- Worked with Clients directly to get the requirement and set up **SLOs** and **SLI's** working internally with the team.
- Made sure **SLA's** are met as promised to clients and provided SLO's
- Documented **SLO's**, **SLI's** and **SLA's** as agreed with all parties

- **Observability as a Code** is the main focus in which **New Relic** Alerts and **Dashboards** were created using **Terraform** for multiple environments.
- Extensively worked on **Production Support** by tracing user sessions, getting trace logs, and working with App teams, vendors
- Set up SLA's and developed a single-stop portal for all customers to communicate with the team
- Designed and developed solutions by using terraform for deploying highly secure, highly available, performant, and scalable following AWS services: **ASG, LC, ELB, TG, SNS, SQS, S3, RDS, Kinesis, Route53, CloudWatch, DynamoDB and Lambda functions**.
- Leveraged and developed own terraform manifest files, and modules for building and versioning infrastructure against different terraform providers mainly with AWS resources **VPC, subnets, EC2, security groups, IAM polices&roles, EKS Cluster**, etc, and well maintained the remote backend for Terraform state.
- Applied Enterprise level **security standards** to all the AWS resources using Infrastructure as a code
- Comfortable and flexible with installing, updating, and configuring various flavors of **Linux** and **Windows**, Documented all **build and release process-related items**.
- Implemented practices from Google SRE Handbook specifically related to Monitoring and **Observability**. Implemented best practices for creating alerts, suppressing unnecessary alerts, and automated using **Terraform**
- Extensively worked on Production Support by tracing user sessions, getting trace logs, and working with App teams, vendors
- Set up SLAs and developed a single-stop portal for all customers to communicate with team
- Containerizing existing applications using **Docker** and migrated applications from public docker images to **enterprise docker base images** to enhance security and follow enterprise standards worked extensively on ECS service deployments.
- Deployed Java Spring boot with Kotlin framework and node JS with **Blue-Green Deployment** strategy in Kubernetes /EKS.
- Automated the AWS **lambda functions** deployments with **shell scripting**.
- Worked with various scripting languages and build expertise in **Python scripting**, automated various tasks, and Developed multiple **lambda functions** in **python**
- Involved in **SCRUM ceremonies** (stand-up, grooming, planning, demo, and retrospective) with the team to ensure successful project forecasting and realistic commitments.
- Integrate **Splunk** with AWS deployment using the shell to collect application data from all EC2 systems into Splunk.
- Configured and maintained the **monitoring and alerting** of production and corporate servers using the **cloud watch**
- Experienced in search and analytic tools like Splunk. Experience in developing Splunk queries and dashboards targeted at understanding application **performance and capacity analysis**.
- Setup CI/CD for deploying applications to **ECS (Docker)**, worked on POC to migrate **monolithic applications to EKS (Kubernetes)**
- Responsible for performing tasks like **Branching, Tagging, and Release Activities on Version Control Tool GIT**.
- Integrated various internal tools for ease of development. Jenkins integrated with **Sonarqube, Veracode, Artifactory**, and other plugins that help for **CI/CD**
- Achieved 99.00% uptime for Application on SLA by implementing proper **instrumentation and monitoring**.
- Integrated Cloud-watch alarms and Splunk alert with the Pager-duty API to notify the on-call person if there is any issue in prod.

- Responsible for **RCA for Sev3 or lower incidents** and adding new edge cases to the monitoring of the application
- Implemented Infrastructure automation through Ansible for auto provisioning, code deployments, software installation, and configuration updates.
- Worked with **ITIL** processes such as incident, problem, and **change management**
- Participated in **on-call rotation** and other after-hours and weekend work as needed

EXPERIAN, Allen, TX **Sep 2016 – Aug 2018**

Role: AWS Cloud Engineer / DevOps Engineer

Responsibilities

- Responsible for design and maintenance of the GIT Repositories, views, and the access control strategies.
- Containerizing existing applications using Docker and manifest files using Docker swarm.
- Automated various tasks using **Python** API's provided by Vendor. Used this for cost savings and license management
- Hands on experience in Amazon Web Services AWS provisioning and good knowledge of AWS services like **EC2, S3, Glacier, ELB (Load Balancers), RDS, SNS, SWF and EBS** etc and **Azure**.
- Created the ANT scripts and extension of existing ANT scripts for deployment of applications to HUDSON.
- Experienced in setting up monitoring in AEM for webservices
- Used ANT and MAVEN as a build tool on java projects for the development of build artifacts on the source code.
- Responsible for build and deployment automation using **VM Ware ESX, Docker, Kubernetes containers and Chef**.
- Involved in migration from **SVN** to **GIT** repos and worked with Linux sys admins for the same.
- **Udeploy** is used for continuous integration, fast feedback and **udeploy (urban(code))** pipeline is a multi-tool pipeline.
- Developed **Linux, UNIX, Perl and Shell Scripts** for manual deployment of the code to various environments.
- Monitoring **- Nagios, artifactory, Custom checks, Zabbix, App Dynamics, Splunk**.
- Hands on experience in monitoring EC2 instances using Nagios.
- Configured Nagios to monitor EC2 Linux instances with **puppet** automation.
- Configured and monitored distributed and multi-platform servers using Nagios.
- Managed the software configurations using Enterprise Chef. Setup the **Chef Workstation, Chef server and chef nodes**.
- Manage configuration of Web App and Deploy to **AWS cloud server** through Chef.
- Integration of **Maven/Nexus, Jenkins, GIT, Confluence and Jira**.
- Using Jenkins AWS Code Deploy plugin to deploy to **AWS**. Implemented AWS solutions using **EC2, S3, RDS, ECS, EBS, Elastic Load Balancer, Auto scaling groups, Optimized volumes and EC2 instances.**
- Defining Release Process & Policy for projects early in **SDLC**.
- Created multiple **Ruby, maven, Perl and UNIX shell scripts** for various application-level tasks.

Vector Technologies, Hyderabad, India **Apr 2014– July 2015**

Role: Linux System Administrator

Responsibilities

- Involved in the designing, configuration, installation, implementation, and management, of the Corporate Linux servers **RHEL 4x, 5.x, CENTOS 5.x. Installed patches and packages using RPM and YUM in Red hat Linux**.
- Created and modified application-related objects, **created Profiles, users, and roles**, and maintained system security.
- Developed **cron job scripts** and set them up on production servers.
- Installed and configured **SAMBA** server for Windows and Linux connectivity.
- Monitored System Activities like **CPU, Memory, Disk, and Swap space** usage to avoid any performance issues.
- Modified Kernel parameters to improve the server performance in Linux; **created Logical volumes (LVM) for Linux operating systems.**
- Worked round the clock on 24/7 to coordinate and conduct **on-call support** for personnel in debugging.
- Maintained proper **documentation of all the activities** carried out during the project
- Worked with the DBA team for database performance issues, network related issues on **Linux Servers**.
- Coordinated and educated users on any server activities that may involve **major changes in software or any hardware-related issues.**

Education Details:

Masters in Computer Science: Rivier university (2015-2017)