

# YOGESH AS

## Cloud Operation Lead

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## Summary

Client-focused Cloud Operations and DevOps professional with **3 years and 10 months** of experience in SaaS environments, technical support, observability platforms, and infrastructure automation. Adept at conducting **technical demos, leading PoCs, writing SoW/Solution Docs**, and engaging clients across **ticketing systems**. Strong troubleshooting background with expertise in **Datadog, Dynatrace, Prometheus, New Relic, and ELK**. Known for bridging business goals with technical delivery, and communicating effectively with both technical and non-technical stakeholders.

## Experience

### Airowire Networks

10/2023 – 05/2025

- Delivered live product demos and technical walkthroughs for observability tools such as Datadog, Dynatrace, ELK, New Relic, Prometheus, and Grafana.
- Reproduced customer issues in demo environments and collaborated with product teams for escalated fixes.
- Interacted with customers via email and tickets, offering technical resolutions and platform education.
- Built detailed Proof-of-Concept (PoC) setups and solution demos tailored to customer use cases.
- Authored PoC documentation, including test scenarios, success metrics, and architecture diagrams.
- Created Solution Design Documents and Statements of Work (SoW) outlining project scope, timelines, and deliverables.
- Supported pre-sales efforts through requirement gathering, demo certifications, and internal product enablement.
- Integrated Datadog, New Relic, and other tools into Kubernetes and hybrid environments for APM, RUM, and synthetic monitoring use cases.
- Used Jira and internal ticketing systems to track client issues, documentation, and change logs.

### Development & DevOps Lead

- Managed a 12-member cross-functional team across development and operations.
- Built a custom ITSM platform with React.js and MUI, incorporating role-based access and ticketing flows.
- Developed and deployed APIs and frontend systems using React, Flask, and RESTful architecture.
- Created CI/CD pipelines using Jenkins, GitHub Actions, and AWS Code Pipeline to automate delivery.
- Containerized using Docker and deployed them via Kubernetes and ECS.
- Deployed the applications and performed Linux administration tasks.
- Configured and maintained observability tools to ensure end-to-end monitoring of infrastructure, applications, and services.
- Provided technical support for monitoring agent deployment, configuration issues, and integration with cloud/on-prem systems.
- Collaborated with application and platform teams to enable log, metric, and trace collection for real-time observability.
- Conducted root cause analysis (RCA) using observability platforms to diagnose and resolve infrastructure and application incidents.
- Supported onboarding and enablement of observability tools for multiple teams across environments.
- Documented standard procedures for agent installation, issue resolution, and monitoring best practices.

### Infosys

#### Senior System Associate Engineer

07/2021 - 10/2023

#### Monitoring & Observability:

- Configured and managed Nagios for infrastructure monitoring, ensuring system health and availability.
- Implemented Dynatrace for Application Performance Monitoring (APM), Real User Monitoring (RUM), and Synthetic Monitoring, optimizing application performance and user experience.
- Worked with Prometheus and Grafana to collect, visualize, and analyze infrastructure and application metrics.
- Integrated Elastic Stack (ELK) for centralized logging, performance analysis, and alerting.
- Gained hands-on experience using ticketing platforms like ICD (IBM Cloud Desk) and Jira for cross-functional collaboration.

## Education

### PES University

BCA

Bangalore

2021

### Jain College

Science and Computer

Bangalore

2018

## Languages

English Proficient ●●●●●

Kannada Advanced ●●●●●

Tamil Intermediate ●●●●●

Telugu Intermediate ●●●●●

Hindi Advanced ●●●●●

## Skills

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- Cloud & Infra: AWS, Azure, Hybrid Cloud, VPC, EC2, S3
- Monitoring/Observability: Datadog, Dynatrace, Prometheus, ELK, Grafana, Nagios, New Relic
- DevOps Tools: Docker, Kubernetes, Jenkins, Ansible, Terraform, GitHub Actions
- Ticketing & Collaboration: Jira, ICD (IBM Cloud Desk), Freshservice
- Programming: Python (Flask), React.js, HTML, CSS, JavaScript
- Others: Fortinet, MySQL, PHP, CI/CD pipelines, Linux, CentOS, Ubuntu, RHEL

## Certification

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AZ 900 & Cloudflare