

Site Reliability Engineer with 9 years of experience ensuring high availability for production systems at companies like Wipro, Merck, and Accionlabs. Excelled in cutting MTTR by 35-40% and upholding 99.9% uptime using automation, monitoring tools, and incident management. AWS-certified expert in Kubernetes, cloud infrastructure, and balancing reliability with innovation.

PROJECTS

AI in SRE: Predictive Observability

Pioneering GenAI-powered SRE platform using LLMs and ML for real-time anomaly detection in daily transaction systems—slashing MTTR by 35%!

- Engineered ML models on Splunk/Grafana/New Relic data for AI-driven failure prediction, preventing 40% incidents via GenAI observability.

SKILLS

Cloud/Infrastructure	AWS, GCP, Kubernetes, Docker, Jenkins, Terraform, Linux Administration
DevOps/Automation	CI/CD Pipelines, Git/GitHub, Agile Methodology, Deployment Strategies (Blue-Green, Canary), Auto-Scaling, Chaos Engineering, Autosys, Cron Jobs
Monitoring/Observability	Prometheus, Grafana, Splunk, Elasticsearch, Datadog, NewRelic, Alert Management, SLO/SLI Definition, Distributed Tracing
Incident Management	Root Cause Analysis (RCA), ITIL, On-Call Operations, Post-mortem Analysis, Change Management, SLA Compliance
AppSupport/Scripting	Java Application Support, Spring Boot Microservices, MySQL, Shell Scripting (Bash/UNIX), Python, Microservices Troubleshooting

TECHNICAL EXPERIENCE

Site Reliability Engineer

Wipro

02 2024 — Present

Bengaluru, Karnataka

- Engineered SRE infrastructure for payment gateway handling 2B daily transactions, maintaining 99.9% uptime SLA
- Built New Relic dashboards and Prometheus-triggered remediation scripts, reducing MTTR by 35% for payment incidents.
- Optimized databases and caching to drop payment failure rate from 2.3% to 0.8% (65% improvement).
- Performed RCAs on vulnerabilities, implementing 8 preventive measures; collaborated across time zones for SLA-compliant resolutions.

Principal Software Engineer

AccionLabs India Pvt. Ltd.

01 2023 — 12 2023

Bengaluru, Karnataka

- Handled incidents for 150 web apps (WordPress, Magento, WooCommerce), achieving 98% first-contact resolution.
- Led RCA program preventing 40 incidents via proactive fixes; automated 12 processes with scripts/Python, cutting toil by 60%.
- Managed Kubernetes clusters, reducing deployment failures from 15% to 2% and boosting speed by 50%.
- Set up Elasticsearch/Grafana logging with auto-alerts, slashing MTTN by 45%; documented 200 resolutions for faster onboarding.

SPECIALIST – INFRASTRUCTURE OPERATIONS

Merck

05 2017 — 11 2019

Bengaluru, Karnataka

- Managed global support for 25 EVA Rooms serving 55 clients in 12 countries, lifting availability from 94% to 99.2%.
- Optimized SharePoint infrastructure, reducing tickets by 30% and resolution time by 25%; earned End-of-Year Award.
- Drove digital tools (Regulatory Forecaster, China RTR) improving efficiency by 40%; standardized Semi-Automation across units.
- Created knowledge base/training materials, cutting new-user requests by 50

Software Engineer

PS Networks

01 2014 — 04 2017

Bhubaneswar, Odisha

- Maintained 99.5
- Automated 25 Autosys jobs with shell scripts, reducing manual work by 80
- Fixed microservices/Java issues for better stability; mentored 5 engineers, improving team MTTR by 40

EDUCATION

Bachelor of Engineering, Biju Patnaik University of Technology

08 2011

CERTIFICATIONS

AWS Certified AI Practitioner

10 2025

AWS Certified Cloud Practitioner

06 2025