

SAROJ NAYAK

Site Reliability & DevOps Engineer · AWS / Azure · CI/CD · Observability · AIOps
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PROFESSIONAL SUMMARY

Site Reliability and DevOps engineer with 9+ years keeping large payment and enterprise systems running and automating the work around them. Comfortable across production incidents, on-call, monitoring, and CI/CD on Linux, AWS, and Azure, using Python, Bash, Terraform, Ansible, Jenkins, and Kubernetes. On the current team, uptime holds at 99.9% and MTTR is down about 40%. Now moving into AIOps, using LLMs for runbook automation and anomaly detection, with side projects to back it up, like Shortlistr (open source) and a RAG chat engine. Executive PhD researcher in AI/ML at NIT Rourkela.

CORE COMPETENCIES

Reliability & Ops (SRE)	Production Support / L2/L3 Operations, Incident & On-Call Management, RCA & Blameless Postmortems, SLO / SLI / Error Budgets, Toil Reduction, Capacity Planning
DevOps & CI/CD	CI/CD Pipelines, Jenkins, GitHub Actions, Azure DevOps, Bitbucket, GitOps / ArgoCD, Terraform, Ansible, Docker, Helm
Cloud & Platforms	AWS (EC2, EKS, RDS, IAM, VPC, CloudWatch), Azure (AKS, Azure Monitor, Azure DevOps), Kubernetes
Observability	Dynatrace, Splunk, New Relic, Prometheus, Grafana, ElasticSearch / ELK, OpenTelemetry, Distributed Tracing, APM
Databases	SQL, Query Optimization, Performance Tuning, Database Troubleshooting
Agentic AI & LLMs	Multi-Agent Systems, Autonomous Incident-Response Agents, LLM Orchestration, Agent Tooling & Function Calling, RAG Pipelines, Prompt Engineering, Vector Databases & Embeddings, LLM Integration (Gemini, Groq, Ollama)
AIOps	LLM Runbook Automation, Predictive Anomaly Detection, Self-Healing Automation, Model & Data Drift Monitoring
Programming & VCS	Python, Bash / Shell, SQL, Git, Bitbucket, GitHub, Autosys
Methodologies	Agile / Scrum, ITIL, DevOps, Change Management, SLA Compliance

PROFESSIONAL EXPERIENCE

Site Reliability Engineer, Wipro

Feb 2024 – Present

Bangalore, India

- Run L2/L3 production support and incident response for a high-volume payment gateway, holding a 99.9% uptime SLA through hands-on troubleshooting, root-cause analysis, and on-call coordination.
- Set up and tuned monitoring across Dynatrace, Splunk, and New Relic. Alert correlation cut the noise by about half and made the on-call signal clearer.
- Resolved production incidents by tuning SQL and database performance and analyzing the data; payment failure rate fell from 2.3% to 0.8%.
- Standardized releases with CI/CD (Jenkins, GitHub Actions, Bitbucket) and infrastructure-as-code in Terraform and Ansible, which cut config drift and manual deploy steps.
- Automated routine ops in Python and Bash and wrote runbook automation for 30+ incident types, bringing MTTR down about 40%. Started using LLMs to speed up first-response triage.
- Built the SLO, SLI, and error-budget framework for production, with capacity models that flagged SLA risk before peak load.

Principal Site Reliability Engineer, Accion Labs

Jan 2023 – Dec 2023

Bangalore, India

- Handled incident classification, routing, and resolution across 150+ production applications, reaching 98% first-contact resolution and cutting escalations by 40%.
- Centralized logging and monitoring on Splunk, ElasticSearch, Grafana, and OpenTelemetry. Better alert escalation cut time-to-notify by 45%.

- Automated 15+ ops workflows in Python and Bash, taking toil down by about two-thirds and freeing roughly 25 engineer-hours a week.
- Ran Kubernetes clusters with CI/CD deployment gates and GitOps releases, dropping deployment failures from 15% to 2% and letting the team release more often.

Career Break — Family & Professional Development

Dec 2019 – Dec 2022

Bangalore, India

- Planned break for family responsibilities, used to upskill for a return to hands-on engineering.
- Completed self-directed study in cloud architecture, Kubernetes, modern SRE/observability practices, and AI/ML foundations; earned AWS Cloud Practitioner and AWS AI Practitioner certifications during this period.

Specialist — Infrastructure & Operations, Merck

May 2017 – Nov 2019

Bangalore, India

- Managed 25 virtual collaboration platforms for 55+ enterprise clients across 12 countries, lifting availability from 94% to 99.2% and reducing ticket volume ~30% through proactive monitoring and self-service automation.
- Delivered digital transformation initiatives (Regulatory Forecaster Tool, China RTR Digital Tool) that improved operational efficiency ~40%, earning an End-of-Year Performance Award.
- Led incident response and change management for globally distributed infrastructure across multiple time zones to meet enterprise SLAs.

Software Engineer — L1/L2 Support, PS Networks

Jan 2014 – Apr 2017

Bhubaneswar, India

- Maintained 99.5% SLA compliance for enterprise batch processing and automated 25+ Autosys jobs, eliminating 20+ manual hours per week.
- Performed root cause analysis and production troubleshooting across Linux systems, scripting, and job scheduling.
- Mentored junior engineers through structured incident-handling and SRE training.

PROJECTS

Shortlistr — Open-Source Job-Search Automation

2026

shortlistr.xyz · github.com/sarojgn810/shortlistr

- Shipped an open-source (MIT) tool that runs entirely on the user's own laptop. It scans job boards, scores each role against their CV, and drafts applications, but it never submits anything for them.
- Ran the delivery side like production. Containerized it and set up CI/CD for repeatable releases, then added health checks, logging, and a clean one-command startup so it stays reliable.
- Built with Python, FastAPI, Next.js, SQLite, and Playwright, with Gemini, Groq, or Ollama as the model backend.

Agentic Incident Response — Active Research

2025 – Present

- Prototyping a multi-agent LLM system for autonomous incident response. The agents spot anomalies, run root-cause analysis, execute runbooks, and self-heal on Kubernetes and Prometheus, triggered through GitOps pipelines.

Enterprise RAG Chat Engine

2025 – Present

- Built and deployed a retrieval-augmented chat engine for banking and e-commerce, covering ingestion, embeddings, vector search, orchestration, and the UI. Shipped it with CI/CD and infrastructure-as-code, and kept it healthy with monitoring and health checks.

EDUCATION

Executive PhD — Artificial Intelligence & Machine Learning (Pursuing), NIT Rourkela

2026 – Present

B.Tech — Electronics Engineering, Krupajal Engineering College, Bhubaneswar

2007 – 2011

CERTIFICATIONS

Completed: AWS Certified AI Practitioner · AWS Certified Cloud Practitioner · GitHub Copilot (GH-300) · ITIL Foundation · Agile / Scrum

In progress: AI-103 Azure AI Engineer Associate · AB-100 Agentic AI Solutions Architect