



CONTACT

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SUMMARY

Application Engineer (Platform/Product SRE) with 13+ years of experience improving reliability, performance and operational efficiency across large-scale environments. Strong background in cloud platforms (AWS, Kubernetes, OpenShift), infrastructure as code, observability and automation. Completed postgraduate studies in Artificial Intelligence & Machine Learning at the University of Texas at Austin, providing a solid foundation in applied ML and emerging AI-driven automation patterns. Currently advancing skills in Agentic AI approaches and exploring how they can be safely incorporated into SRE workflows for intelligent alerting, guided incident assistance and self-healing capabilities.

SKILLS

- AWS (EC2, RDS, EKS, VPC, CloudWatch)
- OpenShift
- Kubernetes
- Azure DevOps (pipelines, repos)
- Terraform
- Ansible
- Helm
- SLIs
- SLOs
- Error Budgets



EXPERIENCE

Application Engineer (Platform / SRE) Discover Financial Services UK - Reading, UK
11/2021 - Current

- Built a Postgres Analyzer automation to review PostgreSQL instances and configurations across AWS regions, improving visibility into cost and performance and supporting platform optimisation.
- Developed an OCP Deployment Inspector tool to help product teams validate OpenShift/Kubernetes deployments against platform and SRE best practices (probes, resource limits/requests, image and policy checks).
- Implemented a Disaster Recovery automation framework to orchestrate DR activities such as traffic flip and validation steps, reducing manual effort and improving repeatability of DR exercises.
- Automated onboarding of services to logging and monitoring through an observability dashboard factory in Kibana, standardising logging and reducing setup time for new and existing microservices.
- Introduced and supported chaos experimentation using Chaos Toolkit to validate failover and error-handling behaviour for workloads on the platform.
- Supported PCF to OpenShift migrations, including Kubernetes-based deployment patterns, environment setup and improvements to logging and monitoring.
- Defined and refined SLIs and KPIs aligned to service SLOs, and contributed to journey-based monitoring for key customer flows.
- Participated in on-call (RRT) as an Application Engineer, leading incident response, coordinating with multiple teams and driving post-incident improvements to reduce MTTR and prevent recurrence.
- Leveraging postgraduate AI/ML knowledge to evaluate feasibility and guardrails for emerging AI-enabled automation opportunities within SRE.
- Actively learning and experimenting with Agentic AI patterns to identify workflows where intelligent orchestration and operational decision-support can reduce manual toil and improve reliability signals.

Senior Site Reliability Engineer / Site Reliability Engineer Vodafone UK - UK
09/2016 - 11/2021

- Executed large-scale migrations from on-prem infrastructure to AWS using Terraform and automated CI/CD pipelines.
- Deployed and managed Kubernetes clusters (EKS and on-prem), including automation via Ansible and pipeline-driven deployments.
- Built observability dashboards using Prometheus, Splunk, AppDynamics and Datadog to align infrastructure and application metrics.
- Implemented Azure DevOps pipelines for continuous integration and delivery to AWS workloads.
- Performed capacity analysis, availability reviews and resilience improvements across environments.
- Handled incident response, root-cause analysis and post-incident automation to improve service availability.

DevOps Consultant / Middleware Specialist
01/2012 - 01/2016

- Delivered CI/CD transformations using Jenkins, Maven and Git to reduce

- Journey-based monitoring
- DataDog
- ELK
- Kibana
- Grafana
- Prometheus
- Splunk
- AppDynamics
- Incident response
- RCA
- Resilience testing
- Jenkins
- GitHub/GitLab CI
- Python
- Shell
- Groovy
- Deployment automation
- Platform tooling
- DR runbooks and automation
- Linux systems
- Networking fundamentals
- ITIL
- Agile
- Architecture & design reviews
- Mentoring
- PG in AI & ML (UT Austin)
- Agentic AI (learning & exploration)

manual deployment effort and standardise build and release processes.

- Automated Linux server provisioning and configuration using Kickstart, Chef and Ansible.
- Installed and supported enterprise middleware (WebLogic, WebSphere, Apache) in production environments.
- Provided proactive troubleshooting, monitoring and administration to maintain platform stability and performance.



CERTIFICATIONS

- AWS Solutions Architect Professional
- Certified Kubernetes Application Developer (CKAD)



EDUCATION

Postgraduate Degree: Artificial Intelligence & Machine Learning
University of Texas at Austin – Austin, Texas, USA

B.Tech: Information Technology
Gitam College of Engineering – Andhra Pradesh, India



CUSTOM SECTION

AWS (EC2, RDS, EKS, VPC, CloudWatch), OpenShift / Kubernetes, Azure DevOps (pipelines, repos), Terraform, Ansible, Helm, SLIs, SLOs, Error Budgets, Journey-based monitoring, DataDog, ELK / Kibana, Grafana, Prometheus, Splunk, AppDynamics, Incident response, RCA, Resilience testing, Jenkins, GitHub/GitLab CI, Azure DevOps, Python, Shell, Groovy, Deployment automation, Platform tooling, DR runbooks and automation, Linux systems, Networking fundamentals, ITIL, Agile, Architecture & design reviews, Mentoring, PG in AI & ML (UT Austin), Agentic AI (learning & exploration)