

## NIVAS

Nashua, NH

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## PROFESSIONAL SUMMARY

Site Reliability Engineer & DevOps with 12+ years of experience in managing production systems, optimizing CI/CD pipelines, and implementing scalable and secure infrastructure on AWS and GCP. Adept at using ITIL practices and Agile methodologies to drive reliability, automation, and cost optimization. Proven expertise in supporting mission-critical financial systems and delivering resilient, cloud-native solutions.

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## TECHNICAL SKILLS

- **Cloud & Virtualization:** AWS (EC2, IAM, S3, SES, KMS, SSM, Karpenter, KEDA), GCP, VMware
  - **Containerization & Orchestration:** Docker, Kubernetes, Helm, Istio, Karpenter, KEDA
  - **DevOps Tooling:** Jenkins, GitLab CI/CD, FluxCD, Harness, GitHub Actions, Nexus, Maven, Ant, Puppet, Chef, Ansible
  - **Observability:** Datadog, Prometheus, Grafana, Splunk, OpenTelemetry, YACE, Zabbix, Jaeger
  - **Monitoring/Analytics Engines:** ELK, Splunk (custom dashboards & alerting), Dynatrace
  - **Programming & Scripting:** Java, Python, Groovy, Shell, PowerShell, CloudFormation, Terraform
  - **Frontend technologies:** React, Node.js and Html5, Java script, Css
  - **Web/App Servers:** Tomcat, JBoss, Kafka, NGINX
  - **Database:** PostgreSQL, MySQL, Oracle
  - **Process & Tools:** Agile, ITIL, Jira, HPQC
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## PROFESSIONAL EXPERIENCE

### TRACELINK, INC., Wilmington, MA

*Site Reliability Engineer*

Sep 2020 – Present

- Designed and deployed **CI/CD pipelines** using GitLab, Jenkins, and FluxCD, improving delivery speed by **40%** and reducing deployment errors through automated quality gates and rollback strategies.
- **Supported production systems 24/7**, resolving critical outages with RCA documentation, chaos testing in staging, and achieving 99.99% uptime across environments.
- Architected **multi-tenant observability framework** using **Prometheus, Grafana, Open Telemetry and YACE**, reducing troubleshooting time by **50%** and improving MTTR.
- Integrated **Splunk** and **Datadog APM/logs**, creating custom dashboards and alerts for key microservices to proactively monitor SLA breaches, trace requests and system health.
- Automated scaling using **KEDA** and **Karpenter** for Kubernetes workloads, decreasing cloud spend by **25%** and improving response times under high load.
- Developed infrastructure using **Terraform** and **AWS CloudFormation**, enabling consistent, resilient and version-controlled infrastructure as code (IaC).
- Secured Kubernetes clusters by enforcing **Pod Security Standards (PSP/OPA)** and following SRE practices, reducing container-related vulnerabilities by **70%** and improving overall platform reliability.
- Led weekend hibernation automation of non-critical EC2/DB instances, reducing idle resource costs by **30%** using **AWS SSM and Lambda**.
- Built and supported **Kafka** messaging solutions for high-throughput data streaming and integrated secure email ingestion workflows using **AWS SES**.
- Integrated **Python** and **Prometheus-based Quality gates** into CI/CD pipelines to enforce pre/post deployment checks and enhance release reliability.
- Participated in Agile/Scrum ceremonies contributed to continuous improvement initiatives, release planning, sprint demos.

**SINGTEL (Singapore Telecommunications Ltd), Singapore***DevOps Engineer***Nov 2014 – Feb 2020**

- Designed and provisioned AWS cloud infrastructure using CloudFormation and Terraform templates, supporting over **15+ enterprise-grade applications**.
- Implemented CI/CD using **Jenkins, Maven, and Nexus**, decreasing manual deployment time by **80%**.
- Developed custom Python automation scripts for app builds, log aggregation, and SSL certificate renewal across **30+ environments**.
- Migrated legacy infrastructure from on-prem to AWS cloud, improving system availability and reducing latency by **35%**.
- Optimized SQL queries and database tuning activities to enhance application response time during peak loads.
- Delivered ITIL-based incident/change management practices to support production releases and root cause analysis.

**DBS BANK LTD., Singapore***DevOps Analyst***Apr 2014 – Oct 2014**

- Provided **L2 production support** for enterprise banking applications on Linux/Unix systems, resolving **90%+ issues within SLA**.
- Automated performance/load testing using **JMeter**, simulating real-world traffic patterns to validate service stability.
- Documented deployment procedures and test cases ensuring compliance with audit and governance.
- Maintained Jenkins pipelines and supported deployments to mobile banking platforms (iOS/Android).

**TAGIT PTE. LTD., India***Senior Software Engineer***Jan 2013 – Jan 2014**

- Administered Subversion repositories and automated multi-platform mobile app builds using Ant and custom shell scripts.
- Set up and maintained JBoss environments for SIT, UAT, and PROD, following standardized CI/CD practices.

**RAMTECH SOFTWARE SOLUTIONS, India***Software Associate***Oct 2006 – Jun 2008**

- Built dynamic web applications in Java (JSP/Servlets), HTML, and CSS.
- Served as a primary point of contact for production support issues, including log analysis and resolution for critical incidents.

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**EDUCATION**

- **Master of Science (MS)** in Computer Information Systems, *New England College*, NH (2021)
- **Master of Computer Applications (MCA)**, *Maheswara Institute of Technology*, Hyderabad, India (2011)

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**CERTIFICATIONS**

- **AWS Certified Solutions Architect – Associate** (2023)