

JEEVANANTHAM P

Site Reliability Engineer | DevOps Engineer

Bangalore, India | jeevananthamp16@gmail.com | LinkedIn | GitHub | Portfolio

PROFESSIONAL SUMMARY

Site Reliability Engineer with **6+ years** ensuring 99.99% uptime for Cisco Webex Meetings, managing **50+ Kubernetes clusters** across global data centers. Reduced MTTD by 40% and MTTR by 35% through proactive monitoring and automation. Skilled in CI/CD orchestration, infrastructure as code, and cloud platforms (AWS, Azure). Passionate about GenAI and AIOps-driven innovation.

TECHNICAL SKILLS

Cloud: AWS (EC2, EKS, VPC, IAM, ECR), Azure (DevOps, AKS, Azure OpenAI) | **Containers:** Docker, Kubernetes, ArgoCD, Helm

CI/CD: Jenkins, GitLab CI/CD, GitHub Actions | **IaC:** Terraform, Ansible | **Languages:** Python, Bash, Java

Observability: Prometheus, Grafana, ELK Stack, AppDynamics, ThousandEyes | **OS:** Linux (RHEL, Ubuntu, CentOS)

PROFESSIONAL EXPERIENCE

Site Reliability Engineer | Cisco Systems, Bangalore

2023 - Present

- Maintain 99.99% uptime for Webex Meetings, managing 50+ K8s clusters across 8 global DCs serving 100M+ users
- Automate CI/CD with Jenkins, GitLab, GitHub Actions, ArgoCD - reduced deployment time by 40%
- Designed 25+ Grafana dashboards; leveraged AppDynamics & ThousandEyes for global observability
- Reduced MTTD by 40%, MTTR by 35% through proactive alerting and automated runbook execution
- Developed 20+ Python/Bash scripts saving 15+ hours weekly; conducted RCA for 100+ incidents
- Published "Copilot Chat History Search" VS Code extension; lead AIOps initiatives for anomaly detection

Software Engineer | Torry Harris Integration Solutions, Bangalore

Sep 2021 - 2023

- Developed 10+ enterprise Java apps with AWS SDK; built CI/CD pipelines achieving 95% success rate
- Deployed Kafka clusters processing 500K+ messages daily; built AI chatbot with LangChain (85% accuracy)
- Integrated Hugging Face NLP models, reducing document processing time by 50%

Associate Software Engineer | Torry Harris Integration Solutions, Bangalore

Aug 2019 - Sep 2021

- Provisioned Azure infrastructure with Terraform (60% faster); containerized 15+ Kafka apps with Docker
- Developed 10+ UiPath RPA workflows automating 200+ hours monthly; 95% sprint completion rate

KEY PROJECTS

Cloud Instance Manager (CIM): AWS EC2 management platform with Spring Boot, JWT auth, RBAC, multi-region support

Copilot Chat History Search: VS Code extension for searching GitHub Copilot conversations (TypeScript, VS Code API)

PDF Q&A Chatbot: LangChain + LLM-powered document analysis with vector search (Python, Hugging Face, Streamlit)

SLO Dashboards: Grafana dashboards for SLO/SLI tracking with error budget alerts (Prometheus, PromQL)

EDUCATION

B.E. Computer Science - Velammal Engineering College, Anna University, Chennai (2015-2019)

74%