MAYANK C KOLI

Senior SRE / DevOps & Cloud Engineer

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PROFILE

Site Reliability and Cloud Infrastructure Engineer with 11+ years of experience building and operating production systems across AWS, GCP, Azure, and DigitalOcean. I define SLOs, build error budgets, and design the observability, incident response, and capacity-planning practices that keep services reliable at scale. Most recently I engineered a real-time booking platform handling 5,000 concurrent users and 60,000 seats with sub-second latency. My work spans Kubernetes operations, Terraform-driven IaC, CI/CD automation, and full-stack monitoring with Prometheus, Grafana, and ELK. Open to international roles with visa sponsorship.

60K	5K+	11+	9
Seats Managed Real-Time	Concurrent Users at Peak	Years Multi-Cloud Experience	Industry Certifications

CERTIFICATIONS

CKS · **CKAD** · **CKA** · **AWS Solutions Architect** · **GCP Associate CE** · **Terraform Associate** · **RHCE** · **RHCVA** · **MCSA**

TECHNICAL SKILLS

Cloud Platforms
AWS · GCP · Azure · DigitalOcean OpenStack · Cloudflare (CDN/WAF/ZT)

CI/CD Pipelines
Jenkins · GitHub Actions ArgoCD · Cloud Build · SonarQube

Languages & Scripting
Go · Python · Bash JavaScript · HTML/CSS

Container & Orchestration
Kubernetes (EKS/GKE/AKS/DOKS) Docker · Podman · Helm · Kustomize

Observability & SRE
Prometheus · Grafana · Loki · ELK AppDynamics · Splunk · PagerDuty

Networking & Security
Cloudflare Zero Trust · Vault IAM · KMS · VPC · Firewalls

IaC & Config Mgmt
Terraform · Ansible CloudFormation

Databases
PostgreSQL · MySQL · Redis MongoDB · PgBouncer · Cassandra

Automation & Workflow
n8n · cron pipelines webhook integrations · MCP server/client (AKS, JIRA, ELK, Web Apps) · Azure AI Foundry (GPT-4o) · AI Debugger (Jenkins) · ELK workflows · ServiceNow

PROFESSIONAL EXPERIENCE

Insight Pvt Ltd, Gurugram | *Senior Site Reliability Engineer* — May 2025 — Present

- Own production reliability and SRE practice across multi-cloud environments (GCP, AWS, DigitalOcean, on-prem), defining SLOs, tracking error budgets, and running blameless post-incident reviews.
- Operate Kubernetes clusters on GKE, EKS, and DOKS with Helm-based blue-green and canary deployment strategies; champion an automation-first culture where every manual runbook becomes a scripted, peer-reviewed pipeline.
- Implement end-to-end observability — Prometheus metrics, Grafana dashboards, Loki logging, distributed tracing — giving development teams real-time visibility into customer journeys and critical service health.
- Run proof-of-concept engagements to validate cloud migration paths and collaborate with application teams to diagnose performance bottlenecks, reliability gaps, and security risks.
- Enabled and integrated MCP servers with MCP clients across AKS, Atlassian JIRA, ELK, and web applications, giving teams a unified, tool-connected AI interface for operational workflows.
- Deployed a self-hosted GPT-4o LLM on Azure AI Foundry and delivered multiple AI POCs; enabled AI Debugger tooling within Jenkins CI/CD to accelerate build and pipeline troubleshooting.
- Built ELK-based troubleshooting workflows for first-level triage, and automated heap-dump analysis to generate RCAs and fixes for developers, raising ServiceNow tickets to drive follow-up actions.

▸ ***Key Project — Naman Event Booking Platform***

- Engineered a high-concurrency booking system for one of India's largest convention centres — handling 60,000 seats with ~5,000 simultaneous users at ticket open.

- Designed the full request path: Cloudflare WAF/CDN → DigitalOcean LB → Go backend on DOKS → PgBouncer → PostgreSQL, with Redis atomic seat counting and queue-based admission control.
- Load-tested the stack, tuned connection pooling and query plans, and delivered stakeholder-ready Grafana/Prometheus reports covering throughput, p95/p99 latency, and error budgets.

Nityo Infotech, Noida | *Senior Associate — Projects* Mar 2025 — May 2025

Insight Pvt Ltd, Gurugram | *Senior Site Reliability Engineer* Aug 2023 — Feb 2025

▸ ***Key Project — ADO Ticket Auto-Assignment & Research Automation***

- Architected an opt-in, event-driven auto-assignment capability for unassigned Azure DevOps tickets, built around a 15-minute Azure Automation Runbook poller that detects unassigned work items per Area Path.

Cognizant Softvision, Bengaluru | *Senior Associate — Projects* Apr 2021 — Aug 2023

- Led cloud and DevOps delivery for product engineering teams on GCP and AWS — designed hybrid architectures bridging cloud and on-prem with DevSecOps embedded from day one.
- Built CI/CD pipelines (Jenkins, Cloud Build) that compressed release cycles from days to hours; established modular Terraform configs that new teams could adopt out of the box.
- Deployed production workloads on GKE and EKS using Helm with blue-green and rolling update strategies. Instrumented customer-journey telemetry and tuned alerting to surface only real incidents.

HCL Technology, Noida | *Senior DevOps Engineer* Jul 2018 — Apr 2021

- Owned Jenkins-based build and deployment infrastructure for multiple teams. Provisioned and managed GCP services — GKE, Compute Engine, API Gateway, Cloud Run, IAM, and Cloud Storage — via Terraform.
- Designed the Git branching strategy for parallel feature development, hotfix workflows, and clean release trains. Monitored application health using Kibana and AppDynamics dashboards.

Atem Corp, Chennai | *Cloud / DevOps Engineer* Feb 2017 — May 2018

- Managed GCP workloads with Terraform and GKE; designed cloud security strategies (IAM, VPC, encryption) and integrated automated security scanning into CI/CD pipelines.
- Built a Python health-check framework for post-patching verification. Conducted vulnerability assessments that shaped the organisation's security roadmap.

EARLIER CAREER

Aspen Communication Pvt. Ltd., Noida — System Administrator (Aug 2016 – Dec 2016)
CHI Networks Pvt. Ltd., New Delhi — Linux System Engineer (Jan 2015 – Aug 2016)
Progression Infonet Pvt. Ltd., Gurugram — System Administrator (Sep 2014 – Jan 2015)
INS E Solution Pvt. Ltd., New Delhi — Linux System Administrator (Mar 2011 – Sep 2014)

EDUCATION

Bachelor of Commerce — School of Open Learning, University of Delhi (2007 – 2011)
Diploma in Computer Hardware & Networking — ICA Shine Pvt Ltd, Delhi (2008 – 2009)

English (professional proficiency — reading, writing, spoken) · **Hindi** (native)