Chandraguptha Thimmapuram Reddy

Greater Bengaluru Area

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Summary

Highly skilled Senior Site Reliability Engineer with experience in Automation, Observability, CI/CD. Proficient in developing Shell and Python scripts to automate manual tasks, leading to increased efficiency. Adept at building end-to-end monitoring solutions for rapid debugging and troubleshooting using tools such as Grafana, Prometheus, Splunk, ELK, and ITRS, and implementing SRE best practices, including the "Five Golden Signals."

Professional Experience:

Senior Site Reliability Engineer | Citi Bank (NAM/APAC/EMEA/SGP) | Altimetrik India Pvt Ltd

1. The automation of manual tasks through the development of Shell and Python scripts, resulted in a significant reduction in operational overhead.
2. Established end-to-end monitoring solutions using Grafana, Prometheus, Splunk, ELK, and ITRS, ensuring quick debugging and troubleshooting.
3. Implemented CI/CD pipelines to facilitate continuous software delivery, contributing to increased deployment speed and reliability.
4. Led the adoption of SRE practices, focusing on the "Five Golden Signals" to enhance system reliability and performance.
5. Managed and optimized cloud environments, including Openshift, ECS Clusters, Linux VMs, EKS, Starfleet, and Lightspeed.
6. Applied machine learning techniques for anomaly detection using Prophets ML, reducing noise in alerts and improving dashboard interpretability.
7. Configured and maintained monitoring agents, including Prometheus and Grafana agents, ensuring the accurate and continuous collection of performance data.

Skills:

Automation: Shell, Python
Observability: Grafana, Prometheus, Splunk, ELK, ITRS
CI/CD: Jenkins, GitLab CI
Cloud Technologies: Openshift, ECS Clusters, Linux VM, EKS, Starfleet, Lightspeed
Anomaly Detection: Prophets ML
Dashboard Development: Grafana Enterprise
Collaboration: Cross-functional teamwork, stakeholder communication

Experience

Senior Site Reliability Engineer
Altimetrik
Sep 2021 - Present (2 years 5 months)
Senior Site Reliability Engineer | Citi Bank (NAM/APAC/EMEA/SGP) | Altimetrik India Pvt Ltd
Data-Driven Decision Making

Infrastructure Automation: Developing and maintaining automation tools for infrastructure deployment, monitoring, and management.

Reliability Engineering: Improving system performance, reliability, and availability through proactive monitoring, alerting, and troubleshooting.

Service Level Objectives (SLOs): Establishing, tracking, and maintaining service level objectives for critical systems and services.

Incident Management: Responding to and managing incidents by identifying root causes and implementing remediation measures to prevent future incidents.

Capacity Planning: Forecasting and managing system capacity to ensure that systems can handle expected traffic and usage.

Continuous Improvement: Identifying areas for improvement and implementing changes to increase system reliability, availability, and performance.

Security: Ensuring the security of systems and services through regular vulnerability assessments, penetration testing, and implementing security best practices.

Cloud Infrastructure: Working with cloud infrastructure providers to deploy and manage systems in the cloud.

Configuration Management: Managing system configurations to ensure that systems are properly configured and maintained.

Process Improvements: Identifying and implementing process improvements to increase efficiency and reduce errors in system management and operations.

Skills:

Automation: Shell, Python (Script for scraping & and converting)
Observability: Grafana, Prometheus, Splunk, ELK, ITRS, AppDynamic, BMC, Tableau
CI/CD: Jenkins, uDeploy, Bitbucket, LightSpeed, Starfleet, Ansible Playbook
Cloud Technologies: Openshift ECS Clusters, Linux VM, EKS
Anomaly Detection: Prophets ML & Mimir Tool for Alerting with Dynamic Threshold
Dashboard Development: Grafana Enterprise, PromQL, Prometheus
Collaboration: Cross-functional teamwork, stakeholder communication

DevOps and Infra

Happymonk.ai
Sep 2020 - Aug 2021 (1 year)
Infrastructure Specialist [STARTUP]
- Established infrastructure for self-hosted e-commerce websites, including platforms like WordPress, Wix, AWS, and Azure.
- Managed projects meticulously, considering budget, and costs, and ensuring timely closure.
- Conducted seamless backend and frontend integrations using CICD tools such as Jenkins and Ansible.

- Installed and configured open-source applications to guarantee GDPR compliance.
- Utilized a range of tools including SVN, Git, Mattermost, WordPress, Jitsi, Datadog, Sentry, and more.
- Managed domains, DNS, and VPN security for eight domains, optimizing operational processes.
- Oversaw servers from AWS, E2E, Azure, and a Swiss-based data centre (Infomaniak).
- Deployed AI and ML models on both Windows and Ubuntu servers, collaborating with Data Engineers.
- Automated accounting systems, integrating GST portals for invoicing and Eway billing.
- Streamlined e-commerce site processes, focusing on error-free invoicing and operational efficiency.

Skills:
- Infrastructure setup for e-commerce platforms
- Project management with budget and cost considerations
- Backend and frontend integrations using CICD tools
- Open-source application installation and configuration
- Proficient use of SVN, Git, Mattermost, WordPress, Jitsi, Datadog, Sentry, etc.
- Domain, DNS, and VPN management for optimized processes
- Server management across various platforms
- AI and ML model deployment on Windows and Ubuntu servers
- Automation of accounting systems and GST portal integration
- Streamlining e-commerce site processes for error-free operations

Site Reliability Engineer

Vogo Automotive Pvt. Ltd.
Aug 2019 - May 2020 (10 months)
Site Reliability Engineer (SRE)
- Led the structuring of SRE teams and supervised Junior DevOps L1 support responsibilities.
- Ensured the availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning within the team.

Key Responsibilities:
- Worked with a variety of tools such as Jira, Wiki.js, Grafana, Kibana, ELK, AWS, Datadog, Clavertap, Sentry, and Pagerduty.
- Proficient in K8s for monitoring, basic knowledge of Python and JavaScript, PWA for Infra-Monitoring, and worked with databases like PostgreSQL, MongoDB, MySQL, Prometheus, etc.
- Provided support to both technical and non-technical departments.
- Debugged bugs and escalated based on priorities, referencing feature release documents and SOP (Runbook).
- Maintained 24/7 on-call availability to meet SLA requirements.
- Generated reports using Jira, integrated Slack alerts, utilized spreadsheets, and automated emails through Google scripts and other online document plugins.

Skills:
- Team structuring and management
- Comprehensive knowledge of SRE responsibilities
- Proficient use of tools like Jira, Wiki.js, Grafana, Kibana, ELK, AWS, Datadog, Clavertap, Sentry, Pagerduty
- Expertise in K8s for monitoring and basic Python and JavaScript skills
- Experience with databases including PostgreSQL, MongoDB, MySQL, Prometheus, etc.
- Effective debugging and bug escalation based on priorities
- 24/7 on-call availability for SLA maintenance

- Report generation using Jira, Slack integration, and spreadsheet automation.

Site Reliability Engineer (L3)

Treebo Hotels

Jun 2017 - Jul 2019 (2 years 2 months)

Programming:
- Basic proficiency in Shell/Bash scripting and small automation using Python.
- Google Scripting, SQL, JSON/XML, and iOS development.
- Familiarity with Linux/Unix systems, including Ubuntu and Kali Linux.

Monitoring Tools:
- Experienced in AWS, ELK with Log Rotation & Filebeat Config, Nagios, Nginx, Sensu, Sentry, Datadog, Kibana, New Relic, Clevertap, Applo, etc.
- Basic understanding of Dockers, database schema, Jenkins, and bot configuration.
- Fundamental knowledge of deployment architecture and infrastructure.
- Proven ability in infra alerts and monitoring, both day-to-day and 24/7 on-call support.

Data Platform & Data Science Basics:
- Application knowledge for regular day-to-day activities in data analysis, automating reports, and creating visual dashboards.
- Utilized Metabase for database warehousing.

Databases:
- Proficient in PostgreSQL, MongoDB, MySQL, Redshift, Amazon Aurora, Amazon RDS, and Redis.

ETL and Data Tools:
- Worked with ETL tools such as Airflow, Sequel Pro, Pentaho, SQL WorkbenchJ, PSequel, Data-integrations, and PGadmin.

Site Reliability Engineer (L2)

Treebo Hotels

Sep 2016 - Jun 2017 (10 months)

Professional Roles: SRE & Business Analysts

Responsibilities:
- Monitored servers and provided 24/7 on-call support via Pagerduty, ensuring seamless operations and swift issue resolution.
- Debugged issues and supported operations to proactively avoid hassles and disruptions.
- Supported sub-departments with a focus on data-related tasks.

Data Management:
- Monitored daily reports, analyzed day-to-day tasks, and optimized reports from various sources to a centralized database warehouse.
- Managed and reconciled data related to bookings, rates, taxes, commissions, TDS, ARR, Revpar, NPS, CM, status, payments pending and follow-up, credit/debit-related data reconciliation, BTT & BTH, complimentary, house use, no-show, cancellation reconciliation, and month-end settlements with respective stakeholders.

Additional Responsibilities:
- Led the CRM team, managing manual productivity-related reconciliations, assignments, performances, MCQ paper, key creator, incentives, and monthly KRA-related data.
- Conducted 1on1 feedback sessions for team members.
- System Availability and Reliability
- Incident Response and Troubleshooting
- Performance Monitoring and Optimization
- Automation and Scripting
- Collaboration with Development Teams
- Ops & SRE Documentation
- On-Call Support:

Participate in on-call rotations to provide 24/7 support for critical issues.
Ensure timely responses to incidents and minimize impact on hotel operations.

Site Reliability Engineer (L1)

Treebo Hotels

Oct 2015 - Sep 2016 (1 year)
- Internal Audit Analyst specializing in App Server automation using Shell/Bash scripts.
- Technical support expert for PMS Night Audit and adept at team building.
- Conducted Internal Audits on taxes, inventory, and pricing, employing automation, macros, and Google Scripting (JS) to eliminate manual intervention.
- Comprehensive analysis of processes, streamlining procedures, and generating reports for Internal Audit.
- Support team in handling edge escalations, productivity enhancements, and various other responsibilities.
- Led training programs with proper assessment methodologies based on measurable matrices and weight-age criteria.
- Successfully conducted reconciliations and launched hotels on multiple platforms, including Online Travel Agencies (OTA), after rigorous quality checks.
- Prioritize and assign tasks to the team related to bookings, and reservations tools, and monitor CRM tickets.
- Analyze NoShows on D+1, cancellations, and modifications, leveraging past experiences for streamlined and effective operations with reduced staff.
- Focus on maximizing team productivity and overseeing various other responsibilities.

CA Internship & Data Analyst (Hotel Industry)

Keys Hotels

Apr 2014 - Sep 2015 (1 year 6 months)
I am a dynamic professional with a background in CA Internship as a Data Analyst

Manuals Process Automation & Data Analyst:
Automating manual processes using Google/Shell scripts, ensuring seamless daily report generation with auto email triggers. My responsibilities extended to integrating vendor applications and providing technical support for Property Management Systems (PMS) in the chain of hotels.

Key Responsibilities and Achievements:

1. Automating manual processes using Google scripts, resulting in enhanced efficiency and accuracy in daily report generation.
2. Implemented an auto-email trigger system for daily reports, reducing manual intervention and ensuring timely dissemination of critical information.
3. Integrated vendor applications, streamlining processes and fostering efficient collaboration within the hotel ecosystem.
4. Provided crucial technical support (PMS), contributing to the seamless operation of core hotel functions.
5. Meticulously audited financial transactions for both B2B and B2C clients, ensuring compliance and accurate revenue reporting.
6. Analyzed, and controlled financial activities within the chain of hotels, contributing to financial stability and accountability.

Professional Skills:

My skill set encompasses:

Automation: Proficient in leading manual process automation
Integration: Demonstrated expertise in integrating vendor applications to enhance operational efficiency.
Technical Support: Provided crucial technical support for Property Management Systems (PMS) in the hotel.
Financial Auditing: Meticulously audited financial transactions for both B2B and B2C clients, ensuring accuracy and compliance.
Finance Analyst: Navigated financial complexities related to data, contributing to financial stability with proper reports and dashboards using tableau for higher management easy to understand things.

Hotel Revenue Analyst
ADARSH DEVELOPERS
Sep 2010 - Mar 2014 (3 years 7 months)
A Hotel Revenue Analyst is my responsible for optimizing revenue and maximizing profitability for the hotel by strategically managing room rates, inventory, and distribution channels. I involve in-depth analysis of booking patterns, market trends, and competitor pricing to make data-driven decisions, I work closely with the Business Development team

Role Responsibilities:

1. Collaboration with Other Departments(Restaurants and Banquets):
- Work closely with Sales and Marketing teams to align revenue strategies with promotional activities and sales initiatives.
- Coordinate with Front Office and Reservations teams to ensure seamless execution of revenue strategies.

2. Reporting and Analysis:
- Generate regular reports on key performance indicators, revenue metrics, and market trends.
- Provide actionable insights to senior management for informed decision-making.

3. Rate Management/Inventory Control:
- Analyze market demand and competition to set optimal room rates for different room categories.
- Implement dynamic pricing strategies to maximize revenue during peak and off-peak seasons.

- Manage room inventory across various distribution channels, including the hotel's website, Online Travel Agencies (OTAs), B2B platforms, and B2C channels.

4. OTA Bookings: (Online Travel Agent Website Inventory and Offers Managing)
- Collaborate with OTAs to optimize visibility, rankings, and promotions to drive bookings.
- Negotiate contracts and terms with OTAs to ensure mutually beneficial partnerships.

5. B2B/B2C Bookings:
- Collaborate with B2B partners, agencies, and corporate clients for group bookings.
- Develop relationships with key B2B stakeholders.
- To increase direct bookings through the hotel's website and B2C channels.
- Use online marketing and promotions to attract individual guests.

Skills:
- Knowledge of hotel reservation systems and revenue management software.
- Excellent communication and negotiation skills.

Guest Services Associate
A Unit Of Marina Hospitality
Jun 2009 - Jul 2010 (1 year 2 months)
Hotel Industry Training | Trainee | Duration: 1 Year

Stipend: Competitive stipend provided during the training period

Job Description:

As a Hotel Industry Trainee, I had undergone a comprehensive training program to provide hands-on experience and exposure to various aspects of the hotel industry. During this one-year training, I had got better understanding what all the opportunities skills and knowledge necessary for a successful career in the hospitality sector.

Key Responsibilities:

1. F&B and Housekeeping: (3 months)
- Work under housekeeping staff to understand room cleaning procedures and standards.
- Learn about inventory management for cleaning supplies and amenities.
- Gain exposure to restaurant & and banquet operations and planning execution of events, and conferences.
- Assist with food service, table setup, and event coordination.

2. Front Desk Operations: (3 months)
- Assist front desk operations, including guest check-in, check-out, and reservations.
- Gain proficiency in using hotel management software for booking and room allocation.
- Interact with guests to ensure a positive and memorable experience, inquiries, requests, and feedback professionally.
- Rotate through different hotel departments to gain a holistic understanding of hotel operations.
- Attend structured training modules covering various aspects of hotel management and participate in workshops on customer service, and industry best practices.

3. Sales and Marketing Exposure: (6 months)
- Understand basic sales and marketing strategies within the hotel industry.
- Assist in promotional activities and campaigns to attract guests.

4. Professional Development:
- Engage in continuous learning and skill development opportunities.
- Receive mentorship from experienced professionals in the industry.

Skills / Benefits:
- Willingness to learn and adapt customer-focused with a positive attitude.

Education

Sikkim Manipal University - Distance Education
Bachelor of Business Administration - BBA, Information Technology
2018 - 2021
Final Semesters Project Results

The Institute of Chartered Accountants of India
CPT-IPCC, Auditing
2013 - 2015
Group 2 & Articles, Finals yet to write

Sri Venkateswara University
Bachelor of Commerce - BCom, Business Regulations Principles and Practice of
Auditing
2010 - 2013

BSR Degree College, Thatithopu, Tirupati Urban
Intermediate +12, MPC
2007 - 2009
Approving Statutory Body: Sri Venkateswara University, Tirupathy
Higher Secondary Examination (12th board examination)

Licenses & Certifications

JavaScript: Classes - LinkedIn

Learning Python - LinkedIn

Interpersonal Communication - LinkedIn

Managing Stress for Positive Change - LinkedIn

in **Critical Thinking for Better Judgment and Decision-Making** - LinkedIn

in **Git Essential Training: The Basics** - LinkedIn

in **MySQL Essential Training** - LinkedIn

in **Time Management Fundamentals** - LinkedIn

in **Lean Technology Strategy: Running Agile at Scale** - LinkedIn

in **DevOps Foundations: Continuous Delivery/Continuous Integration** - LinkedIn

in **Learning Jenkins** - LinkedIn

in **DevOps Foundations: Infrastructure as Code** - LinkedIn

in **Docker Essential Training: 5 Networking** - LinkedIn

in **Docker Essential Training: 2 Orchestration** - LinkedIn

in **Docker Essential Training: 6 Security** - LinkedIn

in **Graphite and Grafana: Visualizing Application Performance** - LinkedIn

in **Learning Docker** - LinkedIn

U **Splunk: Zero to Power User** - Udemy
UC-770e3006-2537-4f0f-9f1b-8ee0b4d00825

U **The Complete Splunk Beginner Course 2022** - Udemy
UC-a0074044-5ce9-4a6b-85c1-959df22d7d44.pdf

Monitoring and Alerting with Prometheus - Altimetrik
UC-78080052-207b-4b61-85a8-43c4571cf1f9

Mastering Bitbucket Pipelines for CI and CD - Altimetrik
UC-2db362dc-4f5d-4bdd-956f-53dee0b69bca

Lab setup & Test course for Red Hat EX180 Podman & OpenShift - Altimetrik
UC-71bb8fa8-b6e9-4458-82ee-e83da82cd323

Introduction to the MongoDB - Altimetrik
UC-fcdaf691-9fd2-41b3-8092-fe233940d264

Information Security Awareness-ISO 27001:2013 - Altimetrik
UC-93a7d0f5-0e3d-4806-b9f2-fe072572f430

Productivity Machine: Time Management & Productivity Hacks - Altimetrik
UC-a8eb3a15-77bb-47ab-88b3-31dc76acae3c

Skills

Agile Methodologies • Infrastructure • Docker Products • Scripting • Business Analysis • Financial Analysis • Customer Satisfaction • Marketing Strategy • Auditing • Version Control