

# NIKHIL RAJ

Senior DevOps / SRE Engineer

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## PROFESSIONAL SUMMARY

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Results-driven Senior DevOps / SRE Engineer with 8+ years of experience designing and managing scalable CI/CD pipelines, cloud infrastructure, and containerized workloads across Azure, GCP, and AWS. Proven track record in AIOps, cloud migrations (On-Prem to GCP, Azure to GCP), infrastructure-as-code, and SRE incident management. Certified Azure Administrator (AZ-104) skilled in Kubernetes, Terraform, Jenkins, ArgoCD, Ansible, and full-stack monitoring.

## CORE SKILLS & TECHNOLOGIES

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**CI/CD & DevOps Tools:** Jenkins, ArgoCD, Azure DevOps, GitHub Actions, Helm, K8s Kustomization, Git

**Containerization & Orchestration:** Docker, Kubernetes (AKS, GKE, Rancher), Helm, K9s, Lens

**Cloud Platforms:** Microsoft Azure (AKS, ACR, Azure DevOps), Google Cloud Platform (GKE, GCS), AWS, On-Premise (VMware ESXi, HPE Nimble)

**Infrastructure as Code:** Terraform, Ansible

**Scripting Languages:** Python, PowerShell, Shell/Bash, Groovy

**Monitoring & Observability:** Prometheus, Grafana, DataDog, Elasticsearch, Kibana, Humio, New Relic, PagerDuty

**Databases:** MS SQL, Oracle, MySQL, MongoDB, VerticaDB, Cassandra

**Big Data & Streaming:** Kafka, Spark

**Methodologies:** Agile (Scrum, Kanban), SRE, ITIL Incident Management

## PROFESSIONAL EXPERIENCE

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**Senior DevOps Engineer | Aziro | Bangalore, India (Remote)**

June 2022 – Present

**HPE InfoSight – AIOps Platform (2023 – Present) — HPE**

*AIOps cloud platform leveraging machine learning to automate infrastructure operations and support.*

- Led VMware ESXi farm migration, transitioning data and servers to the new ESXi infrastructure with zero data loss.
- Managed Dev, Beta, and Production build pipelines using Jenkins and automated deployments via ArgoCD in the Kubernetes Rancher environment.
- Administered Kubernetes clusters end-to-end — managing namespace isolation, RBAC policies, resource quotas, and network policies to enforce security and multi-tenancy.
- Authored and maintained Kubernetes manifests and Kustomization overlays for environment-specific (Dev/Beta/Prod) configuration management without code duplication.
- Diagnosed and resolved Kubernetes pod failures, CrashLoopBackOff errors, OOMKilled events, and node resource pressure issues to maintain platform stability.
- Monitored Kubernetes workloads using Prometheus and Grafana dashboards; configured HPA (Horizontal Pod Autoscaler) rules to handle traffic spikes automatically.
- Developed a Python script to fetch HPE Nimble array and datastore/volume utilization metrics, ingested the data into Prometheus via custom exporters, and built dedicated Grafana dashboards for real-time infrastructure visibility.
- Executed RHEL OS upgrades from version 6 to 7 across production servers, ensuring minimal downtime.
- Monitored production systems using Prometheus, Grafana, and Humio; responded to PagerDuty alerts and drove incident resolution.
- Performed root-cause analysis (RCA) on production incidents, implemented temporary fixes, and authored post-incident reports.
- Coordinated escalations across engineering teams and maintained SLA compliance through structured follow-ups.

**Tools & Technologies:** Jenkins, ArgoCD, Kubernetes, Rancher, Kustomize, Helm, Python, RHEL/CentOS, Ansible, VMware ESXi, Nimble Array, HPE Proliant, Docker, Prometheus, Grafana, Humio, PagerDuty, Kafka, Spark, Cassandra, VerticaDB, Vault

### **Bakkt – Crypto & Loyalty Platform (2022 – 2023) — Bakkt**

*Fintech platform enabling crypto and loyalty product experiences for enterprise customers.*

- Collaborated with Dev and QA teams to troubleshoot container and Kubernetes pod issues across multiple environments (Dev, QA, UAT, Prod).
- Executed Azure-to-GCP cloud migration for the Marketplace project, minimizing service disruption.
- Delivered On-Premises-to-GCP migration for the Loyalty project, re-architecting infrastructure for cloud-native scalability.
- Managed and maintained environment provisioning using Terraform and Azure DevOps pipelines.
- Administered access control for Azure, FusionAuth, and database resources across development teams.

**Tools & Technologies:** Jenkins, GCP, Azure Cloud, On-Prem Infra, Azure DevOps, Docker, Kubernetes, PowerShell, Lens

### **Developer III – DevOps Engineer | UST | Bangalore, India (Remote)**

*January 2021 – June 2022*

#### **SmartOps – AI-Powered Cognitive Automation Platform (2021 – 2022) — UST**

*AI-driven platform for digitizing and optimizing manual enterprise workflows.*

- Built and published Docker images via Jenkins pipelines; packaged Kubernetes application deployments using Helm charts.
- Automated multi-cloud Docker image deployments to Azure, AWS, and GCP using Python scripting.
- Managed Infrastructure as Code using Terraform for repeatable, auditable environment provisioning.
- Automated Kubernetes environment start-up and shutdown workflows using Jenkins pipelines, reducing operational overhead.
- Implemented cost optimization across all non-production environments (Dev, QA, UAT) by automating scheduled shutdowns during non-office hours using Jenkins pipelines, significantly reducing cloud resource spend.
- Developed an Azure PowerShell-based internal vulnerability assessment tool for Azure Cloud Infrastructure, recognized with the USTAR Super Star Award.

**Tools & Technologies:** Jenkins, Azure Cloud, Azure DevOps, Docker, Kubernetes, Helm, Python, Bash, AKS, ACR, K9s, Git, Grafana, Kibana, Elasticsearch, Linux, AWS, GCS

### **Programmer Analyst – DevOps Engineer | Cognizant | Pune, India**

*March 2018 – January 2021*

#### **TriZetto NetworX – Healthcare Provider Network Management (2018 – 2021) — Cognizant**

*Integrated provider data management platform automating complex pricing scenarios for payers, providers, and patients.*

- Automated end-to-end build, release, and deployment workflows for both On-Premises and Azure servers using Jenkins and PowerShell.
- Configured and migrated application servers and databases from On-Premises to Azure Cloud for UAT and production environments.
- Implemented monitoring and alerting for application servers and Jenkins using Prometheus and Grafana, reducing MTTR.
- Won the Innovation Award for automating Windows MSI application deployment, eliminating manual errors and reducing application downtime to 3 minutes using Jenkins and PowerShell.

**Tools & Technologies:** Jenkins, PowerShell, Shell Scripting, Azure Cloud, Azure DevOps, Azure Boards, Git, Docker, Kubernetes, Helm, Python, Windows Server, Prometheus, Grafana

## **CERTIFICATIONS**

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- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Certified: Azure Fundamentals (AZ-900)

## **ACHIEVEMENTS & AWARDS**

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- Innovation Award – Cognizant (TriZetto NetworX): Automated Windows MSI application deployment using Jenkins and PowerShell, eliminating human errors and reducing application downtime to 3 minutes.

- USTAR Super Star Award – UST (SmartOps): Recognized with the title 'Born to Learn' for developing an internal Azure Cloud infrastructure vulnerability assessment tool.

## **EDUCATION**

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### **B.E. in Electronics and Communication Engineering**

*The University of Burdwan | 2017*