MADHURA C

Redmond WA | **(551)-214-9359** | madhurac93@gmail.com | Linkedin | madhurac.com

SUMMARY

Driven DevOps engineer with expertise in architecting, automating, and optimizing scalable cloud-native infrastructures. Specialized in ensuring high availability, security, and system reliability through Kubernetes, Terraform, CI/CD, and observability. Experienced in reducing operational toil, implementing SLO-driven monitoring, and improving developer productivity. Devoted to automation, scalability, and system resilience

EXPERIENCE

DevOps Manager: Cognizant Technology Solutions, WA   **(Jan 2019 to Present)**

- Designed and deployed Kubernetes clusters across AWS and Azure, achieving 99.99% uptime and implementing disaster recovery strategies that reduced recovery time by 60%.
- Spearheaded the design of an automated infrastructure provisioning system using Terraform, cutting deployment time by 70% and achieving a 90% reduction in manual errors across all environments.
- Implemented robust CI/CD pipelines with ArgoCD and Jenkins, enabling automated zero-downtime releases and reducing deployment failures by 80%.
- Optimized microservices scaling strategies, improving application response time by 50% and reducing infrastructure costs by 30% through intelligent auto-scaling.
- Built real-time observability solutions integrating Prometheus, Grafana, and Datadog, reducing MTTR (Mean Time to Resolution) by 45% and improving system-wide monitoring coverage by 100%.
- Led post-incident reviews, defining action plans that reduced recurring incidents by 50%, improving overall system reliability and uptime.
- Automated security compliance scans, enforcing CIS benchmarks and reducing critical misconfigurations by 90%, ensuring regulatory compliance.
- Established SLOs and SLIs, improving service reliability by 30% while maintaining a rapid feature deployment cycle.
- Mentored and led a team of 5 junior SREs and DevOps engineers, fostering best practices that resulted in a 40% reduction in incident response time within six months and improved team productivity.

Technology Support Intern: RF CUNY, New York   **(Jun 2018 to Jan 2019)**

- Developed Python scripts that automated infrastructure monitoring and cloud resource management, reducing manual intervention by 70% and improving system visibility by 50%.
- Developed streamlined CI/CD systems leveraging GitHub Actions; accelerated the average build process to under five minutes from previous benchmarks of over ten minutes per deployment cycle.
- Streamlined the containerization of applications and managed deployment on Kubernetes clusters, resulting in a 30% increase in overall deployment efficiency while ensuring service scaling became 25% quicker for end-users.
- Conducted security audits on cloud infrastructure, identifying and remediating 95% of high-risk vulnerabilities, improving compliance with CIS and SOC 2 standards.

- Diagnosed complex technical problems during on-call shifts, streamlining incident response processes that led to the identification of key areas for resolution improvements; documented findings that addressed the three largest causes of outages.

Software Engineer (Devops): HSBC Technology, India **(Jul 2014 to May 2016)**
- Designed and implemented a robust CI/CD pipeline for microservices on AWS using Jenkins, Git, and Bitbucket, reducing deployment time by 60% and improving release frequency by 40%.
- Deployed applications using Docker containers and Kubernetes clusters, optimizing performance by 35% and enabling scalability to handle 3x traffic spikes without downtime.
- Collaborated across teams, ensuring efficient software releases and implementing security measures that improved regulatory compliance by 90%.
- Conducted troubleshooting and root cause analysis, reducing recurring production issues by 50%, enhancing system stability.
- Established best practice guidelines post collaboration sessions leading up-to-the-minute feedback loops among team members—resulting insights were instrumental in reducing failed deployments from seven incidents monthly down below two on average.
- Launched cost optimization strategies, saving 30% in cloud expenses by rightsizing workloads and eliminating unused resources.
- Coordinated the migration of 20 legacy systems to Kubernetes, reducing unplanned downtime by 30%, increasing system performance by 40%, and boosting user satisfaction ratings by 25%.

EDUCATION

CITY UNIVERSITY OF NEW YORK **New York, NY**
Master of Electrical Engineering *Jun 2016-Jun 2018*
SNDT UNIVERSITY **Mumbai, IN**
Bachelor of Technology *Aug 2010- Jun2014*

SOFTWARE SKILLS

SCM/CI	GitHub actions, CircleCI, Jenkins, Gitlab, Codepipeline, Codebuild
AWS	EC2, IAM, Security Groups, Elastic Load Balancer, RDS, CloudFormation, CloudFront, Lambda, DyanmoDB, Auto Scaling, ECS, EKS, Cloud watch, CloudMap, Route53, VPC, ACM, Codepipeline, Codebuild, Secrets Manager
Azure	AKS, Managed identity, Key Vault, Storage Accounts, Front Door, Private DNS resolvers, Load balancers, Vnet, AppService Certificates, Virtual machines, VMSS, DNS zones
Scripting	Python, Bash , Go
Containerization	Docker, Kubernetes, EKS, ECS, ACR, AKS
IaC	Terraform, CloudFormation, Helm