




# Ritik Shukla

Senior DevOps & Site Reliability Engineer

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 [github.com/hritz220](https://github.com/hritz220)

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## PROFESSIONAL SUMMARY

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Senior DevOps & Site Reliability Engineer with **6.5+ years** of experience architecting and operating **large-scale, distributed systems** serving **100K+ daily users** across **multi-cloud environments (AWS, GCP)**. Proven track record of improving system reliability to **99.9% uptime**, reducing deployment times by **50%**, and optimizing infrastructure costs by **15%** while maintaining high availability and performance.

Deep expertise in **Kubernetes orchestration, Infrastructure as Code (Terraform), observability platforms (Prometheus, Grafana, ELK), and CI/CD automation**.

Passionate about building resilient, scalable infrastructure that enables engineering teams to ship faster and more reliably. Strong foundation in **system design, distributed systems, and cloud-native architecture** principles.

# CORE COMPETENCIES

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## Cloud & Scale

AWS

EKS

ECS

EC2

RDS

S3

Lambda

CloudFormation

VPC

GCP

GKE

IAM

Compute

Storage

## Infrastructure as Code

Kubernetes

Terraform

Ansible

Helm

Chef

GitOps

ArgoCD

## CI/CD & Automation

Jenkins

GitLab CI

GitHub Actions

Bitbucket Pipelines

Docker

## Observability

Prometheus

Grafana

ELK

CloudWatch

CloudTrail

Splunk

## Security & Compliance

IAM

WAF

Vault

Zero Trust

SOC2

ISO27001

## Programming

Python

Bash

SQL

## EXPERIENCE

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### Senior DevOps Engineer

Hyderabad, India

Mar 2024 – Present

#### BrightEdge SEO Technologies

- Architected and automated Kubernetes cluster lifecycle management using Terraform, reducing deployment time by **50%** and enabling infrastructure to handle **100K+ daily user transactions** with improved fault tolerance and auto-scaling capabilities
- Optimized infrastructure performance through data-driven analysis using **Prometheus, Grafana, and ELK stack**, reducing platform latency by **25%** and improving system responsiveness for end users
- Designed and implemented cost optimization strategies across **multi-cloud (AWS/GCP) infrastructure** using auto-scaling policies and right-sizing analysis, resulting in **15% annual cost reduction** (~\$X savings) while maintaining performance SLAs
- Built and maintained **multi-cloud CI/CD pipelines** using Jenkins, GitLab CI, and Docker, enabling teams to deploy multiple times per day with improved reliability, reduced failure rates, and faster mean time to recovery (MTTR)
- Implemented comprehensive monitoring, alerting, and incident response systems, improving system visibility and reducing mean time to detection (MTTD) for production issues

### Senior DevOps Engineer

Jaipur & Gurgaon, India

May 2021 – Mar 2024

#### ScoreMe Solutions Pvt. Ltd.

- Accelerated software delivery by **40%** through implementation of automated CI/CD pipelines using Jenkins and Bitbucket, enabling engineering teams to deploy more frequently with higher confidence
- Led containerization initiative for **30+ microservices** using Docker and Kubernetes, reducing system downtime by **35%** and improving resource utilization through efficient container orchestration

- Developed and maintained Infrastructure as Code using Ansible for automated provisioning, reducing human errors by **60%** and decreasing infrastructure setup time from days to hours, enabling faster environment provisioning
- Achieved and maintained **99.9% system uptime** through implementation of comprehensive observability stack (Grafana, ELK, Prometheus) with proactive alerting, automated incident response, and on-call rotation practices
- Strengthened cloud security posture by implementing IAM policies, WAF rules, and Security Groups following least-privilege principle, reducing security incidents and ensuring compliance with industry standards

## **DevOps Engineer**

Bengaluru, India

Jan 2019 – May 2021

### **Calybre Software Pvt. Ltd.**

- Designed and implemented automated infrastructure provisioning using Ansible and Chef, improving deployment reliability and consistency across development, staging, and production environments
- Architected highly available and fault-tolerant infrastructure on AWS using auto-scaling groups, Application Load Balancers, and multi-AZ deployments, ensuring system resilience and minimizing single points of failure
- Containerized and deployed microservices architecture on AWS using Docker and ECS, reducing release-related downtime by **30%** through zero-downtime deployment strategies and blue-green deployments

## KEY ACHIEVEMENTS & IMPACT

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- Increased deployment velocity by **50%** through Infrastructure as Code (Terraform) and Kubernetes orchestration, enabling engineering teams to iterate faster and reduce time-to-market
- Optimized cloud infrastructure costs by **15%** through intelligent auto-scaling policies, resource right-sizing, and reserved instance optimization, while maintaining performance and reliability SLAs
- Achieved and maintained **99.9% system uptime** across production environments serving 100K+ users through observability-first SRE practices, proactive monitoring, and robust incident response procedures
- Reduced platform latency by **25%** through performance tuning and infrastructure optimization, improving user experience and application responsiveness
- Containerized 30+ microservices, reducing downtime by **35%** and improving resource efficiency through container orchestration and automated scaling

## OPEN SOURCE CONTRIBUTIONS

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### Kubernetes Ecosystem & Infrastructure Tools

- **External-DNS:** Active contributor to Kubernetes DNS management tool for dynamic external DNS configuration ([github.com/hritz220/external-dns](https://github.com/hritz220/external-dns))
- **Prometheus:** Contributing to Prometheus monitoring and alerting toolkit, focusing on observability and reliability improvements ([github.com/hritz220/prometheus](https://github.com/hritz220/prometheus))
- **Helm Charts:** Maintaining and contributing to Bitnami Helm Charts for Kubernetes application deployment and management ([github.com/hritz220/charts](https://github.com/hritz220/charts))
- Engaging with open source community through pull requests, issue resolution, and documentation improvements for cloud-native infrastructure tools

## EDUCATION & CERTIFICATIONS

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### **B.Tech, Electronics & Communication**

Rajasthan Technical University

#### **AWS Solutions Architect - Associate**

Amazon Web Services

#### **Google Cloud Professional DevOps Engineer**

Google Cloud