



Ravi Kumar Yadav Dega

SITE RELIABILITY ENGINEER

Profile

Solution-driven professional excelling in a highly collaborative work environment, finding solutions to challenges and focused on the customer. I respond to challenges by designing and developing solutions and building web applications aligned to the customer's services. Translating solutions into code and working across many different APIs and third-party integrations. Knowledgeable Site Reliability Engineer able to adapt freely to diverse situations and changing demands. Looking to apply all my experience to a dynamic new position with room for advancement.

Employment History

Site Reliability Engineer, Servicelink Services, LLC, Pittsburgh

JANUARY 2020 – PRESENT

- Responsible for designing, developing, creating, modifying, testing, and deploying software applications to improve availability, scalability, latency, and efficiency of Servicelink's EXOS system.
- Provide advanced operational support of the EXOS system and underlying Azure Cloud infrastructure services to ensure that important, revenue-critical systems are up and running despite extreme weather conditions, bandwidth outages, and configuration errors.
- Develop software solutions by studying information needs, understanding system flow, data usage, and work processes.
- Design, develop, and modify software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design.
- Analyze user needs and software requirements to determine the feasibility of design within time and cost constraints.
- Design, develop and implement machine learning algorithms, and advanced statistics including regression, clustering, decision trees, exploratory data analysis methodology, simulation, scenario analysis, modeling, and neural networks.
- Modify existing EXOS software to correct errors, allow it to adapt to new hardware, or improve its performance.
- Maintain and support the EXOS platform, developing automated solutions for operational aspects such as on-call monitoring, performance and capacity planning, and disaster response.
- Build deep learning modes to develop and implement automation and standardization, taking into account scalability, repeatability, and other important goals.
- Develop software applications in the .net Core platform and automation scripting using Python, Powershell, and similar scripting languages.

Lead Site Reliability Engineer, Peak Experience, LLC, Park Ridge

JUNE 2016 – JANUARY 2020

- Interface with Dev/QA/OPS teams to identify root cause analysis and re-instrument triggers to prevent future network degradation and outages
- Effectively communicate in and among the other organizations on various standards, services and system metrics. Other organizations include but not limited to Customer Care, Engineering, DevOps, OPS, Marketing, and Sales

Details

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Links

[Linkedin](#)

Skills

Microsoft Azure

Architectural Design

Complex Problem Solving

Terraform

Git

DevOps

Kubernetes

Computer Networking

Docker

Python

Java

JavaScript

Languages

English

Telugu

Hindi

- Refine and Maintain a 24x7 production cloud-based infrastructure supporting AWS platform and customers, to provide 5 9's uptime and availability
- Provide leadership and direction to SRE staff that are responsible for break-fix, uptime and reliability for core services, distribution, and customer access network elements and related interfaces
- Deep understanding of the software delivery process with the ability to implement and enforce that process across the organization
- Experience with complex networking technology including firewalls, VPN, routing, switching, load balancers, monitoring, security and DNS
- Proven ability to work effectively with customers, contractors, and vendors
- Deep understanding of the software delivery process with the ability to implement and enforce that process across the organization
- Drive appropriate metrics for measuring group and individual performance. Drive for automation of metrics and measurement systems for scalable performance management
- Troubleshoot issues across the entire stack - hardware, software, application and network
- Write scripts to monitor systems and automate tasks
- Track record of practical problem solving, excellent communication, and documentation skills
- Leading technical teams through designs and implementations across an organization
- Worked directly with management, developers and other departments to brainstorm, discuss strategy and mitigate application and infrastructure related issues.
- Monitors technical and engineering progress to ensure strategies, goals and objectives are met. Aligns operational plans with business objectives. Communicates changes to all affected personnel
- Define, measure, and meet key Service Level Objectives including availability, performance, incidents and chronic problems, site traffic and conversion, etc.

Java Operations Engineer, Peak Experience, LLC, Park Ridge

SEPTEMBER 2015 – MAY 2016

- Experience managing operations teams (DevOps, Infrastructure, data centers, NOC, QA, DBA).
- Manage a team that owns 24x7x365 support for the global website that never sleeps.
- Experience building large scale, revenue-generating web applications in a public cloud, including real-world experience with Amazon Web Services.
- Expertise with Application Performance Monitoring tool Dynatrace.
- Maintaining extremely high levels of availability for web services with resilient architecture, scalable infrastructure, technical operations automation, 360 degrees of application performance monitoring, and a highly trained operations staff.
- Worked to ensure a positive and hassle-free customer experience.

Java Developer, Horizon IT Solutions, Hyderabad

AUGUST 2012 – JULY 2013

- Responsible for requirements gathering, analysis, and system design and interacted with business users in analyzing the requirements.
- Delivered support and guidance to junior team members.
- Designed and developed software applications using Java and J2EE.
- Used Struts, Spring framework to develop web applications.
- Built web-tier by using JSP, HTML, CSS, JavaScript, AJAX Prototype, and DOM.

- Used Hibernate for persistence layer to connect and perform operations on Oracle database.
- Delivered exceptional project outcomes by producing robust, scalable code using Java EE, and following through with debugging and post-implementation testing / re-testing.
- Developed GUIs using Java Swing and Eclipse on both Windows and Linux Ubuntu.
- Used CVS for version control such as Subversion.

Education

Master's in Computer Science, Southern Illinois University-Edwardsville, Edwardsville

AUGUST 2013 – AUGUST 2015

Bachelor's in Technology - Computer Science, Jawaharlal Nehru Technological University, Hyderabad

SEPTEMBER 2009 – MAY 2013

References

References available upon request