

# SACHIN THOKAL

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## SUMMARY

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Performance-oriented **DevOps Production Support Engineer** with **5+ years of experience** ensuring high availability, reliability, and performance of large-scale production systems. Certified in **Microsoft Azure (AZ-104)** with expertise in **Kubernetes (AKS), Docker, and Linux**. Skilled in **CI/CD, infrastructure, and automation**, improving deployment efficiency and reducing downtime. Strong in **incident management, RCA, and monitoring**, seeking **DevOps / SRE (Site Reliability Engineering)** roles in cloud-driven environments.

## TECHNICAL SKILLS

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- **Primary Stack:** Microsoft Azure (AZ-104), Kubernetes (AKS), Docker, Linux
- **Cloud Platforms:** Microsoft Azure, AWS
- **CI/CD & GitOps:** Jenkins, Azure DevOps Pipelines, GitHub Actions, Helm, ArgoCD
- **Infrastructure as Code:** Terraform, Ansible
- **Programming & Scripting:** Python, Bash, Core Java
- **Version Control:** Git, GitHub
- **Web & Databases:** Nginx, REST APIs, FastAPI, MySQL, Oracle
- **Monitoring & Observability:** Prometheus, Grafana, OpenSearch, ELK Stack, Splunk, Fluent Bit, Nagios

## EXPERIENCE

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### DevOps Production Support Engineer

Mar 2021 – Present

*Tech Mahindra Ltd, Pune, India*

- Resolved **100+ high-priority production incidents monthly** within SLA across Kubernetes clusters, reducing average downtime by **30%**.
- Troubleshoot and resolved 50+ complex client-reported issues weekly by debugging **Kubernetes Deployments, Pods, Services, and ConfigMaps**, improving resolution speed by **20%**.
- Maintained **99.9% uptime** for 100+ Linux servers and AKS clusters through **programmatic** health checks and **dynamic** resource scaling.
- Reduced Mean Time to Recovery (MTTR) by **25%** by implementing custom dashboards in **OpenSearch/Splunk** for **predictive** log analysis and RCA delivery.
- Successfully executed **40+ end-to-end Change Requests (CRs)** with **zero post-deployment failures**, enhancing release stability and production safety.
- Developed custom **Prometheus alerts and Grafana dashboards** to monitor pod health, reducing **preemptive** response time to memory leaks and CPU spikes by **35%**.
- Performed initial log analysis using **OpenSearch/APM Tools** to identify application errors, providing detailed reports that accelerated L3 team resolution by **20%**.
- Managed and tracked 200+ production bugs using **JIRA/CDEX**, ensuring 100% documentation of RCAs and maintaining a **95% First-Response SLA** rate.

## PROJECTS

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### Csi Parent Triage - Production Monitoring & Deployment Support

- Monitored 100+ production instances using **Azure Monitor, Splunk, and Grafana**, leveraging **observability-driven** alerting to achieve a **99.5% system uptime**.
- Engineered **systematized** testing and validation processes within four+ Azure DevOps **CI/CD pipelines**, increasing deployment frequency by 40% without production defects.
- Performed **post-deployment validation** for major releases, reducing rollback incidents by **15%** through health check scripts and **self-triggering** alerts.
- Executed **50+ Change Requests (CRs)** monthly with zero production impact, strictly adhering to ITIL change management processes.
- Collaborated with Dev and L3 teams to resolve high-priority blockers, maintaining an **SLA compliance rate of 98%** in a 24x7 environment.

### DevOpsVaultX – Interactive DevOps Learning & Cloud Automation Platform

- **Streamlined CI/CD pipeline** using **GitHub Actions**, reducing manual deployment time by **70%** through **scripted** Docker image builds and AWS EC2 updates.
- **Containerized** a Django-based full-stack application using **Docker**, reducing environment-related bugs by **30%** and optimizing resource footprint.
- Implemented an enterprise **Centralized Logging stack** (Fluent Bit & OpenSearch) to parse structured JSON logs, reducing **MTTR by 40%** via request-ID correlation.
- Designed **Observability Dashboards** in OpenSearch for real-time error trend analysis, identifying 90% of issues before user reporting.

## ACHIEVEMENTS

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- Bravo Award – Tech Mahindra
- Best Team Award – CSI (AT&T)
- Automation Excellence Award

## CERTIFICATIONS

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- Microsoft Certified: Azure Administrator Associate (AZ-104)
- DevOps Certification L1/L2
- Cloud Certification L1/L2
- AI White/Blue Belt L1

## EDUCATION

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**B.Sc. in Computer Science**  
New Arts, Commerce and Science College, Ahilyanagar

2017 – 2020