

VIPIN RAGASHETTI

Visa Status: Stamp-4 | No sponsorship required

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SUMMARY

Experienced Site Reliability Engineer with a robust background in cloud infrastructure, software development, automation and operations. Adept at optimizing performance and ensuring reliability in high-traffic environments. My background in software engineering helped me in understanding the intricacies of system design and code which helped in reducing toil and critical incidents through automation and chaos engineering practices. Strong problem-solving abilities, excellent teamwork, and a commitment to continuous improvement and operational excellence.

EXPERIENCE

Systems Development Engineer | Amazon | DEC 2022 – Present

- Working as the Incident Commander/Technical Lead for any outages impacting tier-1 services and incidents related to Amazon Retail Website.
- Automated manual tasks in SOP by collaborating with sister teams which helped to reduce the avg. MTTL and MTTR time during incidents by 15min.
- Worked on Dynamic Runbooks project which helped to automate repeated steps, identify correct runbooks, fetch all related metrics, graphs thereby reducing toil. Was involved in both frontend (Typescript, ReactJS) and backend (Python, APIs, AWS CDK) aspects of this project.
- Created Slack workflows and Slack App to post the incident notifications.
- Worked on the metrics and forecast projects which helped generate reports to leadership team for Major Retail Events (MREs). Technologies used were AWS Athena, S3, QuickSight, Metis Datalake.
- Conducted chaos experiments with Ovis tool to load test, validate levers and crush depth of the Amazon website by collaborating with RED team.
- Participated in the interview process and onboarded new hires for my team.

Site Reliability Engineer | Groupon, Ireland | DEC 2020 – NOV 2022

- Create and implement a monitoring framework, analyse metrics, and generate reports for the Data Platform Infrastructure, tailored for the Platform Reliability Engineering team.
- Implementing software for the early warning, detection and self-healing systems for the Data Pipelines. Technologies used were python, Opswise, app scheduler, JIRA and PagerDuty APIs.

- Design, build and implement CI/CD pipelines and ensure system reliability and performance.
- Migrated on-prem data infrastructure and pipelines to GCP cloud (instances, Dataproc, Apache Airflow) with minimal impact.
- Build tools, scripts to automate and optimise the processes, thereby saving 12 man hours per week.
- Collaborate with the Data and Application development teams to troubleshoot issues and propose new solutions.

Software Engineer II | Hewlett Packard Enterprise | AUG 2016 – JULY 2019

- Contributed to the development of HPE RMC, a leading software for policy-driven, converged data protection and copy data management.
- Collaborated with application and UI teams to design and implement new RMC services and features.
- Communicated effectively with the Project Manager regarding project progress and obstacles.
- Eliminated obstacles to enhance project team efficiency and effectiveness, leveraging the broader organizational network for impediment removal and cross-team coordination.
- Trained and mentored new team members and interns on product architecture and coding standards; participated in interviewing candidates for graduate positions in the team.

SKILLS & CERTIFICATIONS

Technical Skills

- Scripting and Automation (Python, JavaScript, Bash)
- Cloud Computing (AWS, GCP)
- Infrastructure as Code (Terraform, CloudFormation, CDK, Ansible)
- Containerization & Orchestration (Docker, Kubernetes)
- Monitoring & Logging (CloudWatch, Prometheus, Grafana, Nagios, ELK Stack)
- Frameworks & Libraries (Django, Flask, FastAPI, ReactJS)
- Incident Response and Management
- Continuous Integration and Deployment (GitHub Actions, CodePipeline, ArgoCD, Jenkins)

Certifications

- [Certified Kubernetes Administrator \(CKA\)](#)
- [HashiCorp Certified Terraform Associate](#)
- [AWS Certified Developer Associate](#)
- [AWS Certified Solution Architect Associate](#)
- [Astronomer Apache Airflow Certified](#)

EDUCATION

Masters in Data Science, University College Dublin (UCD), Ireland (1:1H)	2019-2020
Bachelors in Computer Science, PES University, India (1:1H)	2012-2016