Kamlesh Ameta 

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Summary – Innovative, Creative and Dynamic Site Reliability Engineering Operations Leader

experienced in Internet of Things, Cloud Computing, DevOps, System/Infrastructure Engineering,

for years with demonstrable proven capability of building, managing and growing teams globally for world class technology companies. Currently, driving Digital Transformation for world’s largest Telco’s.

Accomplishments –

Travelled twice to the US at Cisco’s HQ for new SRE initiatives on B1 Visa.

Received twice Cisco Recognition Award from VP and Manager.

Received Oracle Excellence Award for 2015.

ITIL® Foundation Certificate IT Service Management Certified.

Sun Certified Java Programmer 1.4. (S.C.J.P)

Successfully ran IoT Hack-a-thon, Data-a-thon and ML-a-thon.

At Cisco LIVE 2020 US participated as Speaker.

Define and Execute Business Priorities

A key contributor and owner of the direction for operations. This includes defining strategic goals for the team. Participating in defining, planning, and documenting key projects and initiatives. Also tracking the progress of initiative outcomes against goals and ensuring that the team remains unblocked and focused. Developing culture of innovation within SRE Organization.

Team and Performance Management

Owning all facets of performance and career management for the team. Regular one on one meetings with all team members are required. Mentor all members in order to maintain a well-rounded, world class organization. This includes project management, quality audits and coordination of training sessions as well as day to day oversight of the team. Also accountable for the output and performance of my team.

Operational Excellence

Uphold and continue to drive operational excellence across the site and globe. Driving best practices with a focus on outcomes for our customers also identify and own local and global initiatives that will continue to optimize our highly customer focused operational teams.

Recruiting and Hiring

Taking the lead in hiring quality personnel who not only fit the needs of the current organization but will allow the team to scale with our customer and service growth, also responsible for ensuring that proper training takes place for all new hires.

Incident and Escalations Management

Acting as point of contact for enquiries regarding engagement processes and issues impacting our customers during team’s coverage. As a member of the Operations management team, expected to participate in managing customer, service and network escalations and related incidents. Also responding to critical issues regarding engagement and incident management on an as needed basis.

Responsibilities -

* Over 15 years of mix SRE/DevOps Cloud & Middleware, APM and Infrastructure Engineering experience in WebLogic, WebSphere, JBoss, OAS, Glassfish, Apache, Tomcat, Jetty Application Servers in various roles like Administrator and Solution/Lead Consultant and in Product Management.
* Ability to exhibit deep technical, business, and product knowledge, while also driving ground-breaking vision across those areas to create long-standing products and infrastructure that scale up with the company and enable consistently better solutions in the future.
* Passionate about delighting customers with empathy and an excellent understanding of enterprise workloads. Excellent communication, negotiation, and influence skills to build large-scale teams across multiple products, groups, and organizations.
* Extensively worked as SRE/DevOps Leader for many years on Open Source and experienced in Performance/Solution Engineering and Product Management for world class products Orgs.
* Experienced designing highly available, cost-efficient, fault-tolerant, scalable systems in the Cloud and On-Premises. Passionate about building and running distributed systems at scale in production, understands the challenges and trade-offs to be made when building and deploying systems to production.
* Strong background in IT Infrastructure (Middleware, Apps, Database, Servers, Storage, Network, Platforms, Cloud Computing and managing teams in 24/7 at Global scale.
* Strong experience in managing budget and financial management and demonstrable ability of attracting, retaining and coaching talents.
* Experienced in Performance Tuning and capacity planning at Application/OS/DB/Network.
* Lead end-to-end systems infrastructure design, capacity planning, and system performance management, identifying automation and orchestration opportunities at scale.
* Interfaces with Vendors, Engineering, and peer operations organizations. Acting in compliance with industry and Company technical requirements, standards, policies, and procedures.
* Good knowledge on Incident Management communication and streamlining the cooperation/communication with Cloud Operations and also working on setting Incident Management process and communication plan for tracking and monitoring the performance of SLA/SLO’s and developed processes to set highest standard for service excellence.
* Expertise in working with container deployment and orchestration technologies at scale with strong knowledge of the fundamentals to include service discovery, deployments, monitoring, scheduling, load balancing. Knowledge of Kubernetes, Terraform, and Docker.
* Experienced in scripting languages Shell and Python.
* Experienced in Agile and Scrum based methodology.

**Assignment 1:**

Cisco Systems India Pvt Ltd – 26/07/2017 – Present

**Cisco Jasper Internet of Things Cloud Platform – Control Centre**

Technology Stack –

Cloud: AWS, Azure, Open stack

Databases: Oracle, Redis, Cassandra, Vault, Solr, Memcached, Prometheus

Monitoring: Splunk-AIOPs, Grafana, Incinga2, Nagios, Thousands Eye, Data Dog, PagerDuty

CI/CD: Kubernetes, Docker, Rancher, Terraform, Ansible, Perforce, GitHub, Jenkins

Web/App Servers: Apache Tomcat, APM- AppDynamics, Dynatrace, Pingdom

Big Data: Analytics, Hadoop Horton Works, HDFS, Sqoop, HIVE, Ambari

Protocol: MQTT, REST, Kestrel (Messaging), Kafka, RabbitMQ

ELK: Elastic Search Stack, Marvell, Java

We are managing over 100+ million IoT devices on our IoT Platform.

Partner across the company, particularly with the Site Reliability Engineering, Infrastructure Engineering, and Product Development Teams, to lead reliability architecture and engineering, incident management, and define and implement new continuous learning processes. Owning the vision, drive alignment around that vision across the top technology executives, and responsible for managing SREs 24x7 and budget that ultimately delivers it.

Driving reliability architecture and engineering, incident management, problem management, and service ownership enablement for all services.

* Building and leading a diverse, geo-distributed, and world class organization, and being a role model for Engineering, Customer Success, Innovation, and Equality.
* Partnering with executive leaders to define service ownership roles and responsibilities for SRE and service teams to ensure reliability, performance, scalability, and operational excellence.
* Using a "Product Management" mindset to reach out to customers and internal stakeholders, presenting and driving alignment around vision, creating a clear long range roadmap, etc.
* Aligning and driving the tooling strategy to enable both service owners and SRE to gauge and act on service-health metrics, including new and existing tools for monitoring, alerting, and visualization Influencing through active listening and engagement at all levels of the organization.
* Driving multiple high profile program work streams spanning our infrastructure and product engineering teams.
* Setting standards around patterns, frameworks, technologies, and processes to promote a simple and consistent approach across multiple types of services
* Identify trends and promote solutions across multiple product areas by being an influencer around software architecture best practices, including supportability, scalability, performance, availability, maintainability, extensibility, and security.
* Building the operating model for the key Service Ownership program workstreams, which will include all the necessary strategy and leadership forums and communication channels, as well as the release planning and execution ‘engine’.
* Responsible for SLA/SLO/SLIs for all customers with agreed MTTR/MTTD
* Driving blameless post-mortems and RCAs.

**Assignment 2:**

Company – Oracle India Pvt Ltd

Client – Fortune 500

Duration – 3/10/2011 to 12/07/2017

Role – Lead DevOps / Site Reliability Engineer

**Assignment 2:**

Company– Ness Technologies India

Client – Pearson Inc.

Duration – 30/12/2010 – 12/08/2011

Role – DevOps SRE Lead

**Assignment 3:**

Company - Emptoris Technologies now IBM India

Client – Fortune 500

Duration – 26/11/2009 – 29/12/2010

Role - Hosting DevOps SRE Lead

**Assignment 4:**

Company - Nokia India

Duration - 22/12/2008 to 20/11/2009

Role – Service Operations DevOps Lead

**Assignment 5:**

Company – KPIT Cummins Info systems India

Client – BEA Systems Inc.

Duration – 26/11/2007 – 20/12/2008

Role – BEA Systems Inc. Product Support

**Assignment 6:**

Company – Electronic Data Systems (Mphasis) India

Client – Bank of America

Duration – 12/02/2007 – 20/11/2007

Role – DevOps Support Lead

**Assignment 7:**

Company – EXL Services India

Client – Sapphire

Duration – 16/08/2006 – 11/02/2007

Role – Java/Web logic Production Support

**Assignment 8:**

Company - Symphony International India

Client – Fed Ex US

Duration - 13/7/2005 – 11/7/2006

Role – Software Engineer

###### EDUCATION

Bachelor of Science (Computer Science) in 2004 from Mohan Lal Sukhadia University Udaipur Rajasthan.

**Declaration:**  I hereby declare that the above written particulars are true to the best of my knowledge and belief.