

ANISH SAJI KUMAR

I make multi-tenant SaaS quietly reliable at 3 AM — and explain why at 3 PM.

Bengaluru, India • anishskumar5@gmail.com • linkedin.com/in/anish-kumar-sre-devops • github.com/ANISHSAJIKUMAR

165+AWS
ENVIRONMENTS**580+**REPOS
OPERATED**24x7**ON-CALL
COVERAGE**5+**YEARS SRE /
DEVOPS**6+**

YEARS IN TECH

Remote Preferred • Hybrid Friendly • Open to Relocation

PROFESSIONAL SUMMARY

Site Reliability / DevOps Engineer running multi-tenant SaaS on AWS for **165+** Fortune-500 customer environments at **Hyland** (a Gartner Magic Quadrant Leader for Document Management) — 32 **Nuxeo Cloud** tenants alongside, multiple AWS accounts and regions, end-to-end ownership of **24x7** incident response on **Datadog** + PagerDuty, blue-green PTM upgrades on **Kubernetes** (EKS), **Terraform**-driven infrastructure, JVM-level Root Cause Analyses (RCAs), and platform-wide automation in production. 5+ years full-time SRE / DevOps (6+ years in tech including software-engineering internships) supporting customers in financial services, automotive, consumer goods, and insurance. Operated workloads on Azure (AKS) and GCP (GKE) across customer accounts.

PROFESSIONAL EXPERIENCE

CURRENT — **Hyland** · Remote / Bengaluru, India **Jan 2024 – Present**

SITE RELIABILITY ENGINEER / DEVOPS ENGINEER

- **JVM-Level RCA in Production** → Diagnosed a customer incident producing **~147,513** duplicate documents in production through bytecode disassembly with javap; traced a StringIndexOutOfBoundsException through Spring's beforeCommit hook into Alfresco's RetryingTransactionHelper retry loop, proved the defect was customer-owned, and published a 13-section RCA with verifiable evidence.
- **50x Faster Fleet Diagnostics** → Designed a parallel database-diagnostic harness (Python + xargs -P 8) running 9 health queries across 14 environments concurrently — ~80 minutes down to 1 minute 34 seconds, a **50x** improvement enabling same-day root cause work on platform-wide performance issues.
- **Blue-Green PTM Upgrades** → Authored and execute the canonical 4-hour blue-green PTM (Platform Tech Maintenance) runbook for sharded production: AMI promotion, ASG re-scale (ingestion 7→1→7, repo 5→3→5), Solr shard-lag gating (< 5k pending TX), JMeter cache warm-up, and post-swap validation against Digital Workspace, Repo, and Share APIs.
- **Platform Operations at Scale** — Operate multi-tenant **Alfresco Cloud** PaaS and **Nuxeo Cloud** on AWS across **165+** customer environments, 32 **Nuxeo** tenants, multiple AWS accounts, and multiple regions in production; Fortune-500 customers across financial services, automotive, consumer goods, and insurance.
- **Stateful Middleware Tuning** — Diagnosed and resolved Hazelcast cluster-split and ActiveMQ backlog issues by aligning ASG topology, scaling profiles, and IMap synchronization patterns — preventing token-replication failures (401 storms) and ALB session-stickiness regressions that affect customer logins.
- **Pre-Upgrade Verification Engine** — Engineered a one-shot pre-flight gate validating RDS snapshot freshness (< 24h), Solr shard health, DB locks, active PagerDuty incidents, monitor state, and ASG scale-in protection — returning a GO / WAIT / STOP verdict before any production swap.
- **Investigation Automation** — Built an end-to-end investigation engine that classifies the entry path (PD ticket / Jira / env / customer feature / silent), correlates evidence across PagerDuty, Datadog, Jira, Confluence, AWS, EKS, DB, and Solr, and produces Word-format RCAs.

- **Custom Toolset** — Built a shell-based personal toolset (db query, env introspection, SSM session, ASG inspect / rotate, Solr summary, batch-clone) automating env-to-account resolution, cross-account role assumption, container-aware execution, and batch Git operations across **580+** AWS CodeCommit repositories.
- **Defense-in-Depth Guardrails** — Architected a hook-based three-tier command policy (auto-allow / ask / deny) with secret-pattern redaction, PII exfiltration detection, AWS profile separation, and audit logging — implemented in 9 cooperating Python and Bash hooks.
- **Observability & DevSecOps** — Authored Datadog monitors / dashboards / SLOs for Tomcat threads, DB ACUs, Solr remaining-TX, customer exception tracking, and ALB IP rotation; standardized monitor messaging, IAM least-privilege, KMS encryption, and controlled release windows.
- **24x7 On-Call Ownership** — Own the **24x7** SRE rotation on PagerDuty: alert triage, customer escalation, RCA, post-mortems, runbook authoring, blast-radius control, and change-management gating.

PREVIOUS — **Pirimid Fintech (regulated banking technology)** · Bengaluru, India / RemoteJan 2022 – Dec 2023
DEVOPS ENGINEER

- **Fintech Platform Operations** — Operated digital-lending, open-banking, capital-markets, loan-origination, data-pipeline, and API platforms in production — spanning regulated banking and pension-fund workloads.
- **CI / CD & Release** — Designed and maintained Jenkins and GitLab CI / CD pipelines for **20+** microservices across dev, staging, UAT, and production — with artifact promotion gates, environment-aware deploys, and rollback playbooks.
- **Cloud Infrastructure** — Operated AWS infrastructure for ~10 customer environments using Kubernetes, Docker, Terraform, and Ansible — parameterized modules cut typical environment-creation effort from days to hours.
- **AWS Service Footprint** — Deployed and operated EC2, VPC, ALB, RDS, S3, ECR, ECS, CloudFront, Route 53, and IAM in production across multiple customer AWS accounts — Terraform / Ansible-driven, with reusable modules shared across 5+ engagements.
- **Production Reliability** — Triageed deploy failures and infrastructure incidents across **15+** services in 4 envs (dev / staging / UAT / prod); cut release-related rollbacks by tightening pipeline gates and adding pre-deploy health checks.

PREVIOUS — **TivonaGlobal Technologies (managed cloud services)** · Chennai, IndiaJan 2021 – Dec 2021
DEVOPS ENGINEER

- **Multi-Cloud Operations** — Operated managed-cloud and DevOps engagements for SaaS, EdTech, and financial-research customers across AWS, Azure, and GCP in production.
- **CI / CD & Automation** — Built CI / CD pipelines (Jenkins + GitLab + GitHub Actions) for containerized workloads on EKS / GKE — automated provisioning via Terraform, image scanning, and zero-downtime rolling updates.
- **Cost Optimization (FinOps)** — Led cloud-cost optimization (FinOps) reviews on AWS and GCP — right-sizing, reserved capacity, idle-resource cleanup — supporting customers with multi-million-dollar annual cloud spend.

TECHNICAL SKILLS

Cloud (AWS) — EC2, EKS, ECS, Fargate, Lambda, RDS / Aurora (PostgreSQL, MySQL), Aurora Serverless v2, Aurora DSQL, DynamoDB, ElastiCache, S3, EBS, ECR, IAM, KMS, SSM, VPC, ALB / NLB, Route 53, API Gateway, Auto Scaling, Step Functions, EventBridge, SNS, SQS, MSK (Managed Kafka), AWS MQ, Athena, Glue, Kinesis, Firehose, CloudWatch, CloudTrail, AWS Backup, AWS Config, AWS Organizations, AWS Control Tower, AWS Inspector, Secrets Manager, WAF, GuardDuty, Security Hub, Cross-Account IAM, CloudShell, Cost Explorer, Compute Optimizer, Trusted Advisor

AI-Augmented Operations / LLMops — Claude Code, ChatGPT (Codex), GitHub Copilot, Google Gemini, DeepSeek, Perplexity, AWS Bedrock, MCP (Model Context Protocol), Hugging Face; AI-driven RCA generation, hook-based agent guardrails, MCP integrations with Datadog, PagerDuty, Atlassian, PaaS; prompt-engineered investigation pipelines

Containers & Orchestration — Kubernetes, Amazon EKS, Docker, Helm, Kustomize, ArgoCD, Argo Workflows, OpenShift, Rancher, Istio, NGINX Ingress, Traefik, Cert-Manager, External-DNS, External Secrets, Sealed Secrets, Lens, k9s, RBAC, HPA; blue-green and canary deployments, GitOps; familiar with AKS, GKE

Infrastructure as Code — Terraform, Terragrunt, Terraform Cloud / Enterprise, Atlantis, Spacelift, Pulumi, AWS CDK, CloudFormation, Ansible, Puppet, Chef; Bash, Python, Shell; policy-driven change workflows

CI / CD & Release — Jenkins, GitLab CI / CD, GitHub Actions, AWS CodePipeline, Azure DevOps, Harness, Argo Workflows, JFrog Artifactory, Nexus Repository, Maven, Gradle, Git, Bitbucket; artifact promotion, deployment gates, rollback readiness

Observability & Incident Response — Datadog, PagerDuty, Prometheus, Grafana, Loki, CloudWatch, ELK, Splunk, Dynatrace, New Relic, OpenTelemetry, Fluentd, Fluent Bit, Vector, Logstash, Beats, Statuspage, Atlassian Statuspage, UptimeRobot; APM, traces, RUM, synthetics, SLI / SLO, MTTR, RCA, post-mortems

Databases & Data — Aurora PostgreSQL, Aurora Serverless v2, Aurora DSQL, PostgreSQL, MySQL, MariaDB, DynamoDB, MongoDB, Cassandra, Redis, ElastiCache, etcd, Memcached, OpenSearch, Solr, Hazelcast, ActiveMQ, Kafka, MSK, RabbitMQ, Athena, Glue, Kinesis, Firehose; query tuning, EXPLAIN plans, index audits, parameter-group hardening, blue-green engine upgrades

Security & DevSecOps — IAM least-privilege, KMS, HashiCorp Vault, Azure Key Vault, SonarQube, Fortify, SAST, DAST; secrets management, audit logging, log4j2 hardening, OpenSSF Scorecard

Networking & Edge — VPC, ALB / NLB, Route 53, CloudFront, CloudFront Functions, Lambda@Edge, Cloudflare, Akamai, OpenVPN, Site-to-Site VPN, AWS Direct Connect, Transit Gateway, PrivateLink; security groups, NACLs, ALB session stickiness, ALB IP rotation

Service Management & Collaboration — PagerDuty, ServiceNow, Jira, Confluence, Salesforce, Slack workflows, Microsoft Teams; incident response, change management, customer escalation, runbook authoring

Programming & Scripting — Python (boto3, python-docx), Bash / Zsh, SQL, YAML, JSON, HCL, Groovy, jq, yq, Java (read-level, bytecode / javap forensics)

Multi-Cloud — Azure (AKS, Azure DevOps, Key Vault, Container Instances) and GCP (GKE, Compute Engine, Cloud Storage, Cloud IAM) for cross-cloud operations

Practices — Cost Optimization (FinOps), Performance Engineering (JMeter, k6), Postgres / MySQL Performance Tuning, JVM Bytecode Forensics, Capacity Planning, Disaster Recovery, Change Management, Customer Escalation Communication

KEY PROJECTS

- **Banking Loan Platform — AWS / On-Premises HA** — Designed AWS and offline banking infrastructure using ECS, ECR, CloudFront, EC2, VPC, ALB, RDS, Redis, S3, IAM, Route 53, Terraform / Ansible automation, Nginx, HAProxy, Patroni, PostgreSQL, Prometheus, Grafana, Loki, and ETCD.
- **Account Aggregation Platform — Azure & AWS** — Built containerized Java deployment using Azure Container Instances, Application Gateway, PostgreSQL, GitLab CI / CD, and equivalent AWS ECS / VPC / ALB / ECR / RDS patterns.
- **Mentza Migration — AWS** — Migrated a live chat-room application from on-premises infrastructure to AWS using EC2, Lambda, ALB, Auto Scaling, VPC networking, RDS PostgreSQL read replicas, Nginx, disaster recovery, and GitHub Actions CI / CD.
- **Java Loan Application — AWS CI / CD** — Implemented GitLab CI / CD and Terraform-driven deployment for Java services using Maven builds, Selenium tests, Docker image publishing to ECR, ECS task definitions, CloudFront delivery, S3 static hosting, Redis, RDS, and ALB routing.

EARLY EXPERIENCE & INTERNSHIPS

- **Earlier** — Software Engineering internships at XtroviX Technologies (Pune, Nov 2019 – May 2020) and SmartDigital WebNMobile (Nagpur, May – Jun 2018) — Java, Python, C++, Git, Linux, APIs, SDLC workflows.

EDUCATION

Bachelor of Engineering in Computer Science.....**2020**

G. H. Raison College of Engineering (GHRCE), Nagpur

12th Science (PCMB) and 10th, Kendriya Vidyalaya Bhandara.....**2013 / 2015**

CERTIFICATIONS

- HashiCorp Certified: Terraform Associate..... **Jul 2022**
- Associate Cloud Engineer — Google Cloud **Aug 2021**
- Python for Data Science — NPTEL..... **Oct 2019**
- Fundamentals of Digital Marketing — Google Digital Garage..... **Apr 2020**

SPOKEN LANGUAGES

Malayalam (native) • English (fluent) • Hindi (fluent) • Marathi (understand only)