

AKSHIT MALIK

Site Reliability Engineer (SRE) | DevOps | Cloud & Platform Reliability

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PROFESSIONAL SUMMARY

- Site Reliability Engineer with **5+ years** supporting and operating mission-critical, customer-facing production services in live-site environments across the IT and US healthcare sectors on **AWS and Azure**.
- Deep expertise in **containerization, microservices and Kubernetes** — including in-cluster services (Ingress Controllers: Ingress NGINX, Cert Manager) and operational best practices.
- Drive **AIOps and AI-orchestration** solutions (LLM, Claude, MCP) deployed on **GPU servers** to reduce incident volume and improve **MTTD/MTTR**.
- Strong in **SLIs, SLOs, error budgets and KPIs**, with hands-on incident management, change management and postmortem / operational-excellence initiatives.
- Hands-on automation in **Python and Bash** across CI/CD pipelines (**GitHub Actions, ArgoCD, Jenkins, GitLab**); strong **Linux and TCP/IP networking** fundamentals.
- Solid CS foundation in **Data Structures & Algorithms, System Design and Distributed Systems**; familiar with **OAuth/OIDC** and **gRPC/WebSocket** service communication.
- Delivered **80% faster deployments**, a **40% reduction in troubleshooting time** and **20% cost reduction** through automation and optimized resource allocation.

TECHNICAL SKILLS

Cloud: AWS (EC2, VPC, Route 53, RDS, S3, ELB, ASG, Fargate, ACM, EKS, ECS, ECR, Serverless), Azure (EntraID, AKS, Databricks, Storage, VM, VNet), GCP (familiar)

DevOps & SRE: CI/CD, GitHub Actions, DevSecOps, SLI/SLO/Error Budgets, KPIs, MTTD/MTTR, Incident & Change Management, Postmortems, Operational Excellence, Toil Reduction

Kubernetes Ecosystem: Kubernetes, Helm, ArgoCD, Ingress Controllers (Ingress NGINX), Cert Manager, Kubernetes Operators, Crossplane

AI/ML Infrastructure: GPU cluster operations, ML/AI inference & model deployment, CI/CD for ML pipelines, HPC workload scheduling, capacity planning & GPU cost optimization

Observability: Prometheus, Grafana, Datadog, OpenTelemetry, ELK/OpenSearch, New Relic, CloudWatch, Fluentd, KFuse

Containers & Streaming: Docker, EKS, ECS, ECR, Kafka-MSK, SQS/SNS

CI/CD & VCS: GitHub, GitHub Actions, GitLab, Jenkins, BitBucket, ArgoCD, Rundeck

Scripting & Automation: Python, Bash, Rundeck

Networking & Protocols: Strong Linux, TCP/IP, DNS, Load Balancing, gRPC, WebSocket, OAuth, OIDC, SSH, VPC Peering, NAT, Transit Gateway

IaC & AIOps: Terraform, Helm, Crossplane, LLM/Claude integration, MCP, AI Orchestration (GPU)

CS Fundamentals: Data Structures & Algorithms (DSA), System Design, Distributed Systems, Networking & Storage

Databases: AWS RDS, MySQL, PostgreSQL, MongoDB, ElastiCache, Snowflake, Redis

Security: HashiCorp Vault, IAM, Secret Manager, WAF, AWS SGs, SonarQube, OpenVPN, OAuth/OIDC

WORK EXPERIENCE

Site Reliability Engineer II | Akamai Technologies

Sep 2025 - Present

- Operate and reliability-engineer a customer-facing **Web Security Analytics** platform ingesting **20+ GiB/second**, owning **SLIs/SLOs, error budgets** and high-severity incident response as SME (escalation policies, paging, postmortems).
- Built and deployed an **end-to-end SECESC agent** using **AI orchestration on GPU servers** to automate incident triage, cutting triage time by [**~40%**] and reducing on-call toil across high-severity Web Security events.
- Engineered an **end-to-end TMA (Topology Mapping Agent)** that auto-maps the live ingestion topology — resolving which **Kafka consumer** belongs to which app and surfacing consumer lag — **eliminating 100%** of the manual config-map inspection previously needed during initial triage.
- Built an **SRE agent to assist PagerDuty (PD) alert triage and remediation**, reducing manual on-call effort and improving alert signal-to-noise.
- Drove **AIOps adoption** (LLM, Claude, MCP) to reduce incident volume, and built **Grafana dashboards and alerting** to drive improvements in **MTTD and MTTR**.

- Optimized multiple data-ingestion and data-application pipelines to sustain stability during high-volume transfers, improving reliability and scalability of the platform.

Site Reliability Engineer | [Innovaccer, Noida](#)

Oct 2023 - Aug 2025

- Managed **50+ containerized, service-oriented components** on **AWS EKS and AKS** with **ArgoCD** GitOps deployments; leveraged Ingress Controllers for internal service-to-service communication.
- Built and maintained **100+ Helm charts** for Kubernetes manifest templating; automated operations with Python via Rundeck and CI/CD pipelines (**Jenkins, GitLab, GitHub Actions**).
- Guaranteed **99%+ SLA** across multi-account environments; delivered a variable-promotion automation pipeline reducing DevOps involvement **25%** and standardizing multi-client deployments.
- Upgraded **100+ EKS clusters** to the latest Kubernetes version via Jenkins, saving **\$40k+** through AWS Support optimization; secured secrets with HashiCorp Vault.
- Managed daily deployments of **10+ microservices** with change-management best practices for seamless, reliable releases.

DevOps Engineer | [Unthinkable Solutions, Gurugram](#)

Oct 2021 - Oct 2023

- Engineered scalable, resilient applications on **ECS (Fargate) and EKS** with zero-touch **Jenkins** deployments for monolithic and distributed architectures.
- Deployed **10+ end-to-end monolithic applications** to production with automated build-test-release pipelines across ECS and EKS.
- Hardened application security via vulnerability management and container runtime protection (**SonarQube, ECR image scanning, ModSecurity/Nginx rules**).
- Resolved customer and internal incidents with agile methodologies; defined KPIs, monthly metrics and escalation processes to meet SLAs.

EDUCATION & CERTIFICATIONS

- **B.Tech. (CS & IT), AKTU — 85%**
- **AWS Certified Solutions Architect (2023) | HashiCorp Certified (2023)**