

Vikash Kumar Baitha

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PROFESSIONAL SUMMARY

Site Reliability / DevOps Engineer with 5 years of experience operating and troubleshooting production Kubernetes platforms, including Google Kubernetes Engine (GKE) and AWS EKS. Skilled in diagnosing and resolving incidents across distributed systems, Linux administration, core networking (TCP/IP, DNS, TLS/SSL, HTTP, routing), container orchestration, CI/CD pipeline automation, and infrastructure as code. Experienced in 24/7 on-call rotations, SLA-driven incident response, and root cause analysis to maintain high availability of critical business systems.

TECHNICAL SKILLS

Container Orchestration: Google Kubernetes Engine (GKE), AWS EKS, Kubernetes, Docker, OpenShift

Cloud Platforms: GCP, AWS, IBM Cloud

Linux & Networking: Linux systems administration, CPU/memory/disk bottleneck troubleshooting, TCP/IP, DNS, TLS/SSL, HTTP, routing, port and latency debugging, system log analysis

Incident Management & Reliability: 24/7 on-call rotations, Sev1/Sev2/Sev3 incident response, root cause analysis (RCA), SLI/SLO tracking, high-availability production operations, RBAC, IAM

Observability: Prometheus, Grafana, Instana

CI/CD & Version Control: Jenkins, Spinnaker, Git

Infrastructure as Code: Terraform, Ansible, Helm

Scripting & Automation: Python, Bash, Groovy

Deployment Strategies: Blue-Green, Canary, Rolling deployments

Service Mesh & Security: Istio, HashiCorp Vault

PROFESSIONAL EXPERIENCE

SRE / DevOps Engineer

IBM, Bengaluru, India | Feb 2025 – Present

- Supported the OpenPages platform (Linux-based) for 200+ global customers across dev, UAT, staging, and production environments, maintaining 99.9% uptime monitored via Instana.
- Reduced Mean Time To Resolution (MTTR) by 35% by creating operational runbooks, automating diagnostic scripts, and improving alerting workflows.
- Participated in on-call rotations, diagnosing and resolving high-severity Linux-level production incidents including CPU/memory/disk bottlenecks, DNS resolution failures, port and TCP/IP connectivity issues, and performing root cause analysis (RCA) alongside immediate workarounds and permanent fixes to restore services within SLA.
- Orchestrated multi-region production deployments for OpenPages on AWS EKS via IBM Toolchain CI/CD, collaborating with DevOps developers to enforce PR-gated release control and pipeline configuration management for auditable, zero-downtime code promotions.
- Deployed and maintained Prometheus/Grafana monitoring stack via Terraform and Helm, tracking key SLIs (latency, error rate, CPU/memory utilization, request throughput) to monitor SLOs and improve visibility into application reliability and platform health.
- Troubleshot application and infrastructure issues in AWS Kubernetes clusters, including pod failures, resource constraints, ingress/networking issues, and deployment errors.
- Automated 10+ repetitive operational workflows using Python, Bash, and Ansible, saving ~8 hours/week of

manual engineering effort.

- Provisioned and managed AWS infrastructure (EC2, VPC, IAM, S3, ALB) using Terraform, enabling consistent and repeatable deployments across multiple environments.

DevOps Engineer

Wipro, Chennai, India | Jul 2021 – Jan 2025

- Designed and maintained CI/CD pipelines using Jenkins and Spinnaker for containerized microservice deployments, supporting blue-green and canary deployment strategies to minimize deployment risk and downtime.
- Wrote optimized Dockerfiles leveraging multi-stage builds and minimal base images, reducing image size and attack surface while integrating Trivy scans for container vulnerability management.
- Administered OpenShift clusters across multiple environments, managing namespaces, RBAC policies, and Security Context Constraints for workload isolation; deployed workloads and configured persistent storage (PVs/PVCs) to support stateful applications with data durability and policy compliance.
- Developed reusable Terraform modules to provision GCP infrastructure including projects, KMS keystores, Cloud Storage buckets, and IAM roles, enabling consistent and standardized infrastructure delivery.
- Automated Jenkins job creation using the Job DSL plugin, scripting reusable pipeline templates in Groovy to standardize CI/CD job configuration and reduce manual setup effort across teams.
- Deployed and managed Kubernetes applications using Helm charts, leveraging multi-environment values files, chart repositories, and helm rollback for versioned, reproducible releases across environments.
- Utilized Git for version control, following branching strategies, participating in code reviews, and resolving merge conflicts to maintain consistency across development cycles.

PROJECTS

Kubernetes Health Monitoring Utility

Built a Python utility using Kubernetes APIs to detect unhealthy pods and generate automated alerts, improving platform observability and reducing time-to-detect for pod-level failures.

Jenkins Provisioning Automation

Developed a reusable Ansible role for automated Jenkins provisioning, configuration, and lifecycle management on Ubuntu servers, reducing manual setup time and standardising CI/CD infrastructure across teams.

CERTIFICATIONS

- Certified Kubernetes Administrator (CKA)
- Google Associate Cloud Engineer
- IBM Cloud SRE V2
- Career Essentials in Generative AI.
- Microsoft Azure Fundamentals

EDUCATION

B.Tech in Electronics and Communication Engineering

Calcutta Institute of Engineering and Management | Aug 2017 – Jul 2021 | DGPA: 8.80