

ARIVAZHAGAN PANDIYAN

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SITE RELIABILITY ENGINEERING LEAD / SENIOR SRE

Site Reliability Engineering professional with 11+ years of experience supporting large-scale production environments across financial services and logistics platforms. Expert in cloud infrastructure, observability, incident management, and reliability operations. Proven track record in Kubernetes environments, managing high-availability systems, and leading blameless incident response.

CORE SKILLS

- **Cloud:** Microsoft Azure, Google Cloud Platform (GCP)
- **Containers/Orchestration:** Kubernetes (GKE), Docker
- **Observability:** Datadog (APM, Tracing, DBM, RUM), ELK Stack, Splunk, Dynatrace, Azure Monitor
- **Automation/laC:** Terraform, Ansible, Python, PowerShell, Shell scripting
- **SRE Practice:** Error Budgets, Chaos Engineering (Chaos Mesh), Blameless Post-mortems, Golden Signals
- **ITSM/Incident:** PagerDuty, Opsgenie, ServiceNow
- **CI/CD:** Jenkins, GitHub
- **Platforms:** VMware, Linux (RHEL/Ubuntu), Windows Server

CERTIFICATIONS

- Datadog Fundamentals Certification
 - Microsoft Certified: Azure Administrator Associate (AZ-104)
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PROFESSIONAL EXPERIENCE

Site Reliability Engineer – Izen Labs (Client: Uber Freight) | Remote | Aug 2025 – Present

- **On-Prem to GCP Migration:** Spearheaded the comprehensive migration of monitoring infrastructure from legacy On-Premises data centers to **Google Cloud Platform (GCP)**, ensuring zero observability gaps.

- **Datadog Observability Transformation:** Re-architected the monitoring landscape by migrating legacy **ELK stack** logs and on-prem metrics into **Datadog**, centralizing telemetry for high-scale GCP workloads.
- **High Availability & Error Budgets:** Engineered system reliability to maintain **99.99% availability** for mission-critical logistics platforms; managed **Error Budgets** to balance feature velocity with production stability.
- **Infrastructure as Code (IaC):** Utilized **Terraform** to architect and provision multi-region **Kubernetes (GKE)** clusters, implementing modular code to ensure consistent environment states.
- **Chaos Engineering Implementation:** Enhanced system resilience by conducting scheduled fault-injection experiments using **Chaos Mesh**, successfully identifying and mitigating single points of failure.
- **Kubernetes Scalability:** Optimized application performance via manual and automated scaling (**HPA/VPA**) of workloads within Kubernetes to handle unpredictable traffic spikes.
- **CI/CD Pipeline Management:** Orchestrated automated deployment pipelines using **Jenkins** and GitHub, incorporating automated testing to reduce deployment-related incidents.
- **Code Maintenance & Hotfixes:** Performed minor code changes and production hotfixes to resolve application bugs and performance bottlenecks, ensuring rapid restoration of service.
- **Incident Command & RCA:** Acted as **Incident Commander** for high-severity production outages, coordinating cross-functional teams and utilizing **ServiceNow** for Root Cause Analysis (RCA).
- **Alert Optimization:** Leveraged Datadog **Watchdog** and AI-driven alerting to reduce alert noise from 40% to 10%, focusing the team on actionable events.

Site Reliability Engineering Lead – New American Funding | Aug 2023 – July 2024

- **Strategic Team Leadership:** Led a high-performing **15-member SRE team** responsible for the 24/7 reliability of enterprise-level financial and mortgage systems.
- **Enterprise Monitoring Overhaul:** Designed and implemented a comprehensive enterprise monitoring strategy utilizing **Azure Monitor** and **PagerDuty**, increasing visibility into legacy applications.
- **Service Level Definition:** Established robust service level indicators (**SLIs**) and service level objectives (**SLOs**) to align IT performance with business expectations.
- **Operational Automation:** Significantly reduced manual toil by automating repetitive operational tasks and diagnostic workflows using **PowerShell** and **Python** scripting.
- **Cross-Team Incident Coordination:** Managed high-severity production responses, facilitating blameless post-mortems and coordinating long-term stability fixes.

Technology Operations Associate – Wells Fargo India Solutions | Oct 2017 – Oct 2022

- **Critical Banking Infrastructure:** Maintained enterprise infrastructure supporting mission-critical, high-volume banking applications with a focus on stability and security.

- **Performance & Health Monitoring:** Monitored system health across complex **Windows and VMware** environments, utilizing **PowerShell** to automate server health checks.
- **Cross-Functional Collaboration:** Partnered with network, storage, and database teams to resolve complex production incidents and infrastructure bottlenecks.

System Administrator – NTT DATA | Sep 2015 – Oct 2017

- **Command Center Operations:** Managed a 35-member command center for financial clients, ensuring the uptime of diverse **Windows and Linux** production servers.
- **Hardware Lifecycle Management:** Resolved complex hardware issues via **iLO, DRAC, and SMH**; managed security compliance and integration of administrative tools.

Support Engineer – Firstsource | Nov 2014 – Sep 2015

- **Production Stability:** Monitored critical server metrics (CPU, Disk, Memory) and managed **VSS backups** for healthcare clients including United Health Care and GHX.

Assistant Engineer – Cliptos Technologies | Jun 2013 – Aug 2014

- **Systems Deployment:** Installed and upgraded healthcare IT systems (Meditos) and managed asset inventory.
- **Field Support:** Configured engineering software solutions and assisted in resolving escalated technical issues.

EDUCATION

Bachelor of Technology (Information Technology) Sri Venkateshwara College of Engineering, Anna University - Chennai, India
