AKASH VERMA

Site Reliability Engineer

PROFILE

Experienced Site Reliability Engineer and Cloud Architect with over a decade of expertise in designing, automating, and scaling infrastructure across hybrid cloud and high-performance computing (HPC) environments. Skilled in building and operating AI/ML platforms leveraging Google Cloud Vertex AI, NVIDIA DGX systems, and Kubernetes/OpenShift for GPU-intensive workloads. Proficient in developing CI/CD strategies, infrastructure automation (Terraform, Ansible), and reliability engineering practices with a focus on SLOs/SLIs, observability, and fault-tolerant system design. Demonstrates strong proficiency in cloud platforms (GCP, AWS, Azure), automation frameworks, and programming in Python and Go. Recognized for delivering resilient AI and enterprise platforms, enabling Vertex AI-driven ML pipelines, driving cloud migrations, and implementing automation at scale.

EDUCATION

University of Central Missouri, Warrensburg, MO, USA
August-2021– December-2022
MS in Computer Science

CDAC, Pune, India
February-2017 – August-2017
PGD-IT Infrastructure System and Security

AKTU, Uttar Pradesh, India
July-2012 – June-2016
B. Tech in Electronics and Communication Engineering

WORK EXPERIENCE

TOUCHNET INFORMATION SYSTEMS INC (A GLOBAL PAYMENTS COMPANY), SITE RELIBILITY ENGINEER, LENEXA, KS (Remote)
May-2022 – Present

- **Led cloud migration initiatives** using AWS Migration Hub, and Google Data Transfer Service to optimize computing, storage, and network performance.
- **Deployed and managed AI/ML workloads** on Vertex AI and Kubeflow, automating training, deployment, and monitoring pipelines.
- **Built and optimized GPU-based HPC clusters** (NVIDIA DGX, GKE nodes, Cisco UCS) to enhance performance and reliability of AI workloads.
- **Implemented observability and reliability frameworks** with SLOs/SLIs, error budgets, and real-time dashboards for AI and enterprise services.
- **Automated infrastructure and operations** using Python, Terraform, and Ansible, reducing manual toil and improving efficiency.
- **Engineered fault-tolerant Kubernetes and GCP architectures** to ensure scalability and resilience under high-load ML training scenarios.
- **Developed and maintained CI/CD pipelines** (Azure DevOps, GitHub Actions, Jenkins) for infrastructure provisioning and ML deployments.
- **Integrated ChatOps automation** via Python and GCP Functions to streamline operations and incident response.
- **Designed and automated ETL pipelines** in Azure Data Factory for efficient ingestion from SQL, APIs, and Blob Storage.
- **Drove cloud governance, cost optimization, and enablement**, training teams on Vertex AI, GitOps (ArgoCD), and terraform best practices.

CONTACT

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LINKEDIN, GITHUB
EMAIL: averma7304@gmail.com

SKILLS

Cloud Platforms: AWS, Azure, GCP
AI: Google Vertex AI, AI Agents, HPC, Nvidia DGX Systems
CI /CD Tools: Jenkins, Azure DevOps, GitHub Actions, Argo CD, Helm, Jira.
Version Control Tools: GIT, Bitbucket, GitHub, Gitlab
Databases: Oracle MySQL, NoSQL (MongoDB, DynamoDB, Cassandra), PostgreSQL, MS SQL, Snowflake
Operating Systems: Linux, Windows, Windows Server, Ubuntu, RHEL, Centos
Configuration Management Tools: Ansible, IBM UCD
Containerization Tools: Kubernetes, Docker, Istiod, Anthos Service Mesh
Scripting & Programming Languages: Python, Bash/Shell, PowerShell, Java, Groovy
Application/Web Servers: Apache Tomcat, Haproxy, NGINX, JBoss4.1, WebSphere, 9.x/10.x, Weblogic
Virtualization Platforms: VirtualBox, Oracle, Vagrant, VMware vSphere, Hyper-V, NetApp, EMC

CERTIFICATION

Generative AI Leader Certification
Google Cloud Engineer
Prof. Cloud Architect Certification
GitHub Foundations
Site Reliability Engineering: Measuring and Managing Reliability
Microsoft Certified: Azure Fundamentals Present
Microsoft Certified: Azure Administrator Associate

HOBBIES

TRAVELLING, VOLLYBALL, COOKING

LANGUAGES

ENGLISH, HINDI

QUOTIENT TECHNOLOGY, BANGALORE, INDIA, DEVOPS ENGINEER
September-2019 – April-2021

- **Led DevOps initiatives and CI/CD automation** across Azure, AWS, and GCP, streamlining multi-team software delivery and release management.
- **Migrated and modernized legacy workloads to GKE and EKS**, implementing Terraform-based infrastructure provisioning and automated deployment pipelines.
- **Implemented self-healing, disaster recovery, and hybrid automation** using IBM UCD, Jenkins, and WSFTP, ensuring high availability and operational efficiency.
- **Developed intelligent automation solutions**, including a Google NLP–powered chatbot (QUACK) and Ansible playbooks for JBoss, Splunk, and RabbitMQ environments.
- **Architected scalable, secure, and fault-tolerant cloud infrastructures** leveraging AWS (EC2, S3, ELB, IAM) and GCP services for enterprise-grade performance.

ZYCUS INFOTECH, BANGALORE/MUMBAI, INDIA, DEVOPS ENGINEER
March-2018 – August-2019

- **Automated Splunk forwarder deployments and configurations** using Ansible, streamlining monitoring setup across environments.
- **Implemented CI/CD pipelines for AI and enterprise apps** (e.g., Merlin-AI) using Ansible, Jenkins, and DVC to manage large ML model files.
- **Containerized legacy applications** like eInvoice CI using Docker and Jenkins, improving scalability and deployment efficiency.
- **Migrated and upgraded critical systems**, including GitLab (v8.5→10.5) and Icinga2 (v2.6→2.8), using automation via Chef and shell scripting.
- **Managed and automated AWS infrastructure operations**, leveraging Code Deploy, ECS, and DMS for deployment, backups, and database migrations.

JUSTDIAL LTD, MUMBAI, INDIA, LINUX SYSTEM ADMINISTRATOR
August-2017 – Feburary-2018

- **Participated in the full software development lifecycle** — from analysis and design to testing and deployment — following Agile Scrum methodologies.
- **Developed microservices** using Spring Boot and REST frameworks, with front-end integration via Bootstrap and AngularJS.
- **Administered and optimized Linux systems**, handling installation, configuration, and performance tuning for high availability.
- **Implemented security best practices** and hardening measures to protect Linux environments from vulnerabilities and threats.
- **Automated system and data workflows** using Python and Bash scripts for tasks like file processing, validation, and movement.
- **Applied strong networking expertise** (TCP/IP, DNS, DHCP, firewalls) to maintain secure and reliable infrastructure connectivity.