Sachin Khamitkar

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Current Location: Riyadh, KSA | **LinkedIn** | **Hashnode** | **Github** | **Portfolio**

OVER-ALL PROFESSIONAL SUMMARY

Platform Engineer and Site Reliability Engineer with 10+ years of experience designing, deploying, and operating cloud-native platforms across banking and enterprise environments. Proven expertise in Kubernetes, GitOps, CI/CD automation, Infrastructure as Code, observability, DevSecOps, and production operations. Hands-on experience managing OCI, GCP, and AWS environments using Terraform, GitLab CI/CD, ArgoCD, Docker, and Helm.

Strong background in Kubernetes operations, monitoring, logging, incident response, and reliability engineering using Dynatrace, Grafana, Prometheus, Loki, ELK, and OpenTelemetry. Experienced in enterprise banking environments with SAMA compliance requirements, secure SDLC practices, and highly regulated production systems.

EXPERIENCE

PLATFORM ENGINEER(SRE)

OST *Project* Vision Bank **Nov 2024- Present, Riyadh, KSA**

- **Possess** strong experience in **KSA** banking with a focus on fulfilling **SAMA** compliance requirements.
- **Provision**, and manage **multi-cloud infrastructure (OCI & GCP)** using **Terraform and GitLab CI/CD** across **DEV/UAT/PROD/DR** environments., enabling **scalable**, **secure**, and **repeatable infrastructure-as-code deployments.**
- **Implement** and operate production-grade **CI/CD and GitOps workflows using GitLab CI/CD, ArgoCD,** and **Helm**, supporting **microservices** and **Kubernetes-based platforms, Operate and support** production **Kubernetes clusters** (OKE & GKE)
- Manage **Privileged Access Management (PAM)** using **Teleport**, enforcing **least-privilege access controls, best RBAC policies** aligned with **SAMA regulatory compliance requirements.**
- **Led end-to-end infrastructure onboarding** and environment readiness along acting vision bank **Infra SME** for banking vendors, **automating and configuring core platform components** including GitLab repositories, Kubernetes clusters, Argo CD applications, Harbor container registries, Privileged Access Management (PAM), HashiCorp Vault policies, across all environments to ensure secure, standardized, and production-ready **deployments**
- **Implement DevSecOps security controls** across pipelines and platforms using **Harbor (image registry security), HashiCorp Vault (secrets management), and Sysdig (container security & runtime monitoring)**.
- **Own enterprise observability, managing monitoring, logging, and alerting using Dynatrace, Grafana, Loki, Prometheus** and **opentelemetry** to ensure **end-to-end** system visibility and **health checks.**
- **Onboard** VB infra including **applications**, **databases**, **Linux/Windows VMs, and Kubernetes clusters(OKE,GKE)** and synthetic monitors by **deploying** Monitoring agents on machines and **daemonsets** on **kubernetes** clusters.
- **Integrate monitoring** and alerting with **ServiceNow, Mattermost, Webhook and email,** enabling real-time notifications and operational workflows.
- **Design dashboards** and **alerts** for effective management of system **uptime**, **availability**, and **performance. Collaborate** with cross-functional teams(Developers, QA's and chapter leads) to implement **SOPs** for alert handling and drive process automation to reduce **MTTR** & **MTTD**.
- **Ensure end-to-end monitoring** coverage across **Production, DR, and Pre-Production environments,** including **applications**, **databases**, **Linux/Windows VMs, and Kubernetes clusters.**
- **Apply best SRE** principles by defining and tracking **SLIs, SLO, Error Budget and improving system reliability, availability, and performance** across critical banking platforms.
- Implement **SIEM** log **ingestion** using the **ELK/EFK Stack** by forwarding security and system logs via **Fluent Bit,** enabling centralized **security monitoring** and **analysis.**
- **Mentor** and **guide** command center and operations teams on **observability concepts, monitoring best practices, interpreting key insights,** and understanding **observability** concepts such as custom **dashboards, alerts, logs, traces, spans and event mechanisms.**
- **Customize** and maintain **Helm** charts for enterprise tooling (**Dynatrace**, **Teleport**, **Prometheus ,ELK Stack**), ensuring consistency across environments.
- Actively **participate** in **production support/Oncall support**, **post-mortem analyses & giving direction into RCA(Root cause analysis),** identifying performance **bottlenecks** through monitoring traces observability and monitoring strategies.

TECHNICAL CONSULTANT- DEVOPS

Seedz Technology *client* STC Bank(STC Pay) **Sep 2023- Sep 2024, Riyadh, KSA**

- **Supported mission-critical banking applications** (Temenos T24 & non-T24) on **vmware infrastructure** in **high-availability production** environments **Enhancing** STC's co-banking services **(STC-Bank, STC-Pay).**
- **Operated** and enhanced **CI/CD pipelines using GitLab CI/CD** for regular application **releases across pre-production and production.**
- Provided **L2/L3 production support, handling incidents, problem management, and change requests** in line with **ITIL** practices.
- **Managed technical** inquiries via **ServiceNow** and email, resolving **mobile and web application API issues.**
- Identifying **root causes** and devised **solutions, updating documentation and ticket** records.
- **Monitored** application and infrastructure **performance** using **Dynatrace**, **building dashboards** and alerts to ensure uptime and performance.
- **Actively** participated in **incident response, RCA, and post-incident reviews, improving operational stability and reliability.**
- Executed **on-call support, Linux server patching,** and routine production **health checks.**
- Supported **Disaster Recovery (DR)** drills for banking applications, ensuring successful failover and **post-DR stability for both T24 and non-T24** applications, ensuring smooth and **error-free operation post-DR.**
- **Collaborated** with **cross-functional teams (development, QA, business)** to resolve **API, mobile, and web application issues.**
- Performed **API testing** (**Postman**) and backend analysis using **PostgreSQL, supporting faster issue resolution.**
- **Maintained** detailed **documentation**, knowledge bases, and ticket **updates** via **ServiceNow**.

DEVOPS ENGINEER

Tech9 *aka* Cogitech Solutions **Sep 2020- Aug 2023, Pune, MH, India**

- Orchestrated **AWS** infrastructure provisioning using **CDK** and automated **CI/CD workflows with GitLab**, reducing **deployment** time and improving reliability.
- **Dockerized** Node.js applications and deployed them on **ECS** clusters for enhanced scalability.
- Implemented real-time monitoring with **AWS CloudWatch** and automated security audits using **PROWLER**, applying best practices to ensure compliance.
- Provided **L2 support** for e-commerce applications hosted on **AWS Cloud, analyzing logs, resolving production issues, and maintaining uptime.**
- Automated deployment processes on **Linux** servers with **shell** scripts and streamlined **AWS** cost management using **CloudCheckr**.
- Delivered root cause analysis for incidents and collaborated with global teams to optimize system performance and scalability.
- Maintained detailed **documentation** of **infrastructure**, automation scripts, and **DevOps** workflows.
- Worked with overseas clients including various regions such as **NA, EU, MIDDLE EAST, AU, and APAC.**
- Provide **L2 support** for Tech9 enterprise applications (Including **Stamp-in up, PaperPumpkin, OLO, Score web and Score win**).
- Analyze **application logs** and **reports** from **production DB** using **SQL queries**.
- Develop a **shell script** to automate the deployment process of an application on a **Linux server**, including copying files, configuring settings, and starting services.

SUPPORT ANALYST

Effective Digital Pvt Ltd **Oct 2019- Sep 2020, Pune, MH, India**

- Provided **global support** for the web platform **GreenOrbit**, hosted on **AWS** and **on-premise**.
- Conducted **deployments**, **upgrades**, and **integrations** in **production environments**.
- Maintained **health monitoring** scripts and **supported** clients across **NA, EMEA, and APAC regions**.

PRODUCT SUPPORT ANALYST

Infor India Pvt Ltd **Oct 2018- Oct 2019, Pune, MH, India**

- Delivered **support** for **enterprise applications** integrated with multiple **ERPs** (**SAP**, **Oracle**).
- Created **SQL** reports and documented fixes for **knowledge** base **articles**.
- **Collaborated** with teams to resolve **critical incidents** for clients like **NASA** and **BMW.**

PRODUCT SUPPORT ENGINEER

MEStech Services Pvt Ltd **Jul 2017- Aug 2018, Pune, MH, India**

- Supported MES **Production applications**, **maintaining** production-like environments for testing.
- **Document problem** solutions in the company Knowledge Base and prepare an Investigation Report.
- **Provided L1, L2 , and L3 production support** to the MESTECH client's domestic as well as international

EDUCATION

BACHELOR OF ENGINEERING IN COMPUTER SCIENCE

UNIVERSITY: Solapur University, Solapur, MH, INDIA • **YEAR OF PASSING:** 2016

SKILLS

- **DevOps & Automation:** Git/GitHub, GitLab CI/CD, GitOps (ArgoCD), Terraform, AWS CDK, Docker, Kubernetes, Helm, Ansible**,** Hashicorp Vault.
- **Site Reliability & Observability**: Dynatrace, Grafana (OSS & Cloud), Prometheus, Loki, OpenTelemetry, AWS CloudWatch, ELK.
- **Cloud Platforms**: AWS, OCI, GCP
- **Programming & Scripting**: Python, Bash, YAML, JSON, Java (JSE/JEE)
- **Databases**: PostgreSQL, MySQL, MSSQL Server
- **Networking & Security**: DNS, HTTP/HTTPS, TCP/IP, VPN, SSL/TLS, FTP/SFTP
- **ITSM & Ops:** JIRA, ServiceNow, Confluence, PagerDuty
  Operating Systems Server: Linux, Windows Server, macOS.
- **Certifications**: GCP Associate Cloud Engineer Certification, LFS148: Getting Started with OpenTelemetry, LFS162: Introduction to DevOps and Site Reliability Engineering, HashiCorp Certified: Terraform Associate (004)