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Description automatically generated](https://www.linkedin.com/in/priyanka-p-245a13b7/)

**Professional Summary:**

* 11+ years of experience in System Administration and Cloud Engineering across RHEL, Solaris, AIX, Windows, VMware vSphere, SuSE, CentOS, Fedora, and OEL.
* Proficient in installation, configuration, patching, upgrades, kernel tuning, firmware upgrades, and package management (yum, rpm, npm) on Unix/Linux systems.
* Hands-on experience in cloud platforms:
* **AWS**: EC2, S3, CloudFormation, CloudWatch, Data Pipeline, DNS, AMIs.
* **Azure**: App Services, Azure SQL, DNS, Automation, Application Gateway, Site Recovery, Traffic Manager, Network Watcher, Azure Stack, Backup.
* Automated infrastructure provisioning using Infrastructure as Code tools: CloudFormation, Azure Automation, Chef (cookbooks, recipes), Puppet (modules).
* Integrated AI and ML workflows into DevOps pipelines, utilizing AWS SageMaker for model training and deployment, enhancing predictive analytics and automation capabilities.
* Collaborated on designing ML model serving architectures with Kubernetes, optimizing resource allocation and scalability for real-time inference in production environments.
* Implemented AI-driven monitoring solutions, leveraging ML algorithms to analyze logs and metrics in Elasticsearch, improving anomaly detection and system reliability.
* Designed and implemented CI/CD pipelines using Jenkins, Git, Bitbucket, SVN, Maven, Ant, Ivy, Gradle, Groovy, MSBuild.
* Automated build and deployments for Java (JAR, WAR, EAR), Tibco, WebSphere, and JBoss applications via Jenkins pipelines.
* Designed Jenkins architecture; integrated SonarQube for code quality analysis and continuous integration workflows.
* Containerization and orchestration expertise with Docker and Kubernetes; deployed distributed private cloud systems on Kubernetes and GKE.
* Strong scripting capabilities with Bash, PowerShell, Python, Perl, and PHP for automation, monitoring, and configuration tasks.
* Extensive experience with source code management: Git, GitHub, Bitbucket, SVN; restructured repositories for better release and version control.
* Deep expertise in configuration management and automation using Chef, Puppet; developed modules, cookbooks, recipes, and integrated with CI/CD workflows.
* Managed and administered Atlassian tools: JIRA (advanced workflows, permission schemes), Confluence, Bamboo, Crowd, Fisheye.
* Monitoring and logging solutions implementation with CloudWatch, ELK Stack (Elasticsearch, Logstash, Kibana).
* Experienced in ITIL processes: change management, incident management, documentation, compliance, and enterprise support.
* Database management experience with Azure SQL, SQL Server, MongoDB, including backup, recovery, and monitoring.
* Supported large-scale hybrid environments combining VMware, AWS, Azure, and traditional hosted infrastructure.

**Technical Skills:**

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| --- | --- |
| **Operating System** | Linux, Unix, Windows 8/7/Vista/XP/2003/2000/NT/98. |
| **Programming Languages** | C, C++, HTML, CSS, Javascript, Java, PHP, Webservices, Restful API. |
| **Configuration Management** | Puppet, Chef, ANSIBLE. |
| **Source Version Control** | GIT, Github, SVN, Bitbucket. |
| **CI/CD** | Jenkins, Hudson, Bamboo,Teamcity, CircleCi |
| **Build Tools/Scripting tools** | ANT, Maven, Shell Scripting. |
| **Monitoring Tools** | Nagios, ELK, Splunk, NewRelic |
| **Databases** | Oracle, MS SQL Server, MS Access. MongoDB |
| **Ticket Tool** | Jira, ServiceNow |

**Professional Experience:**

**Client: Primitive Partners Apr “24 to Present**

**Role: Sr Cloud Engineer**

**Responsibilities**

* Led enterprise-wide Azure cloud architecture design and implementation covering Subscriptions, Entra ID, Management Groups, Landing Zones, and Azure Policy-based governance ensuring security, compliance, and scalability.
* Developed custom Azure Policies enforcing organizational standards, resource compliance, and automation across hybrid-cloud environments.
* Implemented enterprise Identity and Access Management using Azure AD, ADFS, SSO/Federation, integrating secure authentication and authorization for cloud-native and on-prem applications.
* Integrated Azure Monitor, EventHub, Log Streams with Splunk and ELK stacks for centralized full-stack monitoring, real-time alerting, and proactive incident management.
* Designed and deployed Azure OpenAI models, including prompt engineering, fine-tuning, monitoring, and capacity configuration for intelligent AI-powered business automation.
* Automated complete infrastructure deployment using **Terraform**, leveraging Infrastructure-as-Code principles for scalable, repeatable, and secured provisioning of Azure and hybrid cloud environments.
* Configured and administered **Atlassian suite (JIRA, Confluence, Bitbucket, Crowd)**, including administration of workflows, permission schemes, custom plugins, and advanced reporting dashboards tailored to business KPIs.
* Managed business process optimizations by building advanced JIRA dashboards, custom workflows, screen schemes, validators, and post-functions based on complex business needs.
* Automated custom container builds using **Packer** and **Terraform** for AMI provisioning on AWS, supporting multi-cloud hybrid architecture.
* Implemented AIOps-driven monitoring with Grafana and Prometheus, embedding AI-based alerting for system health and user engagement metrics, improving incident response time by 35% for the chat platform.
* Designed and implemented AI-driven observability pipelines using machine learning models to predict system anomalies, reducing downtime by 30% through proactive incident detection and resolution for TikTok Shop’s global infrastructure.
* Integrated generative AI workflows into CI/CD pipelines, automating code review and optimization processes, which improved code quality by 20% and accelerated deployment cycles by 15%.
* Architected and deployed MLOps pipelines using Kubernetes and AWS SageMaker, enabling data scientists to train, deploy, and monitor machine learning models at scale, supporting TikTok’s recommendation engine with 99.9% uptime.
* Leveraged serverless AI inference endpoints with AWS Lambda and API Gateway to optimize real-time content moderation systems, reducing processing latency by 35% while handling millions of daily transactions.
* Pioneered the adoption of chaos engineering principles with AI-based fault injection tools, enhancing system resilience by identifying and mitigating potential failure points, achieving a 25% improvement in fault tolerance for critical monetization platforms.
* Developed automated infrastructure provisioning scripts with Terraform and Python, incorporating AI-driven cost optimization algorithms, resulting in a 10% reduction in cloud expenditure while maintaining performance for high-traffic campaigns.
* Configured and administered **Cloudbees Enterprise Jenkins**, enabling efficient CI/CD pipelines with full self-service capabilities for development teams.
* Developed & supported deployment pipelines using Jenkins, Bamboo, Maven, Gradle, Ant, Git, Docker, and Bash/Python scripting.
* Successfully led datacenter-to-AWS cloud migration of Atlassian tools, Jenkins, and Artifactory infrastructure with near-zero downtime.
* Configured and maintained **Artifactory HA, Mission Control, and JFrog XRAY**, managing global artifact repositories across multiple geo-distributed sites.
* Extended existing **Puppet automation** for seamless full infrastructure provisioning across production, staging, and DR environments.
* Collaborated with cross-functional teams on Agile release cycles, supporting production deployments, incident response, and application health monitoring using **NewRelic, Splunk, PagerDuty**.
* Conducted user training, adoption workshops, and created comprehensive documentation to improve tool usage across globally distributed teams.

**Key Achievements:**

* Successfully upgraded JIRA, Confluence, and Stash to latest stable versions with minimal disruption.
* Reduced issue resolution time significantly through proactive monitoring and strong troubleshooting skills.
* Received multiple user and management appreciations for rapid, high-quality solutions.

**Environment:** Azure, Azure AI, Terraform, Jenkins, CloudBees, Puppet, Docker, AWS, Packer, YAML, JSON, Java, Python, Bash, GitHub, Bitbucket, JIRA, Confluence, Artifactory, NewRelic, Splunk, PagerDuty, VMware, Linux, Crowd, Bamboo.

**Client: Fisher Investments, Plano, TX. Mar “23 – Apr”24**

**Role: Sr Cloud DevOps Engineer**

**Responsibilities**

* Built CI/CD pipelines with Jenkins; managed configs via Chef.
* Extensive Kubernetes experience: pod/config map management, scaling, and orchestration.
* Implemented observability with logging, Grafana, Kibana, Cloudwatch, and integrated Slack alerts.
* Automated Terraform builds & deployments; wrote Terraform plugins; provisioned HA EC2 with Terraform & CloudFormation.
* Managed Docker containerization & orchestration with Kubernetes & Rancher (incl. Rancher CLI).
* Configured Hadoop clusters for Spark streaming on Azure & SQL.
* Migrated AWS OpenSearch to Elasticsearch; led full migration lifecycle & post-deployment monitoring.
* Architected Kafka-based real-time processing & analytics; tuned Kafka clusters; proficient with producers, consumers, brokers, topics.
* Developed with Java, Python, Node.js for Kafka integrations.
* Managed Solace and IBM MQ infrastructures: VPNs, queues, encryption, monitoring, tuning.
* Designed and optimized Apache Pulsar clusters; schema design, load testing, performance tuning.
* Hands-on with event-driven architectures, pub/sub messaging, and message queuing patterns.
* Conducted upgrades, maintenance, performance optimization across platforms.

**Environment** Confluence, UNIX, Linux, GITHUB, Kubernetes, Rancher, Kafka, Grafana, Kibana, Ansible, Terraform, Shell Scripts, Bash, AWS, Splunk

**Client: LivePerson, San Francisco / New York (Remote) Jan “22 – Mar”23**

**Role: Sr. DevOps Engineer**

**Responsibilities**

* Planned, implemented, and designed AWS cloud infrastructure; stayed updated on cloud & DevOps tools.
* Automated patching for Test/Prod environments via PowerShell & Shell scripting.
* Provisioned AWS infrastructure as code with CloudFormation, Terraform, Ansible, and Packer.
* Managed AWS services: VPC, EC2, Security Groups, IAM, EFS, CloudWatch, S3, ALB, ELB, RDS (Oracle → Amazon RDS migration).
* Automated deployments with AWS CodePipeline; integrated GitHub, Bitbucket, Oracle GoldenGate, Postgres.
* Deep IAM expertise: roles, policies, user/group access control.
* Configured CloudWatch Agent, created alarms for infrastructure health & performance monitoring.
* Managed vulnerability assessments, security groups, and penetration testing on AWS EBS using Brinqa.
* Experienced with network protocols (DNS, HTTP, load balancing via ELB/ALB).
* Configured Tomcat web/app servers; performed troubleshooting & issue resolution.
* Managed scalable AWS infrastructure using Puppet for configuration management and automation.
* Extensive experience with Puppet automation; automated environment provisioning.
* Developed scripts for automated validation/testing post-builds; maintained in-house code review system (migrated to Stash).
* Documented processes using Confluence; tracked issues with JIRA.

**Environment**: AWS, S3, EC2, IAM, ASG, CloudFormation, Jfrog, Ant, Maven, Git, Python, Shell, Oracle GoldenGate, XML, GIT, Jenkins, Ant, Python, Ruby, Open stack, JIRA and LINUX.

**Client: SAP / TCS, San Ramon, CA May “20 to Jan “22**

**Role: Sr DevOps Engineer / Automation Engineer**

**Responsibilities**

* Built CI/CD pipelines using Jenkins (Groovy), integrated Git webhooks, and supported Java app migrations to Jenkins pipelines.
* Automated builds/releases with Shell, Python, and Perl scripts across Linux/Unix systems.
* Experience with cloud services: AWS (EC2, EBS, S3, ELB, IAM), GCP, and Azure; led full-service migration from managed hosting to AWS.
* Administered Linux/Unix systems: user/group management, troubleshooting, patching (Oracle Ops Center, Red Hat Satellite), package installations, volume management, hardware replacements.
* Installed/configured Puppet Master/Agents; created custom modules, managed Puppet upgrades.
* Proficient in Prometheus/Grafana: created monitoring dashboards, alerts for cloud and on-prem services.
* Hands-on with SDLC & STLC; extensive Selenium WebDriver automation with TestNG, Cucumber (feature files, regression, API & UI testing).
* Managed JIRA projects: permissions, mail handlers, notifications, and defect tracking.
* Built and managed CI/CD ecosystems: Jenkins, SonarQube, Nexus, Artifactory, Git, Bitbucket.
* Implemented full CI/CD pipelines with automated testing, code coverage (Jacoco, SonarQube), and structured Maven POM builds.
* Guided teams on branching strategies, pull requests, merging, and version control workflows.

**Environment**: JIRA, Confluence, Bitbucket, Azure, Web-logic GIT, MAVEN, ANT, Jenkins, Docker, VM Ware, Ansible, Kubernetes, Jfrog Artifactory, Nexus, XRAY, Mission Control, Shell Scripts, Bash, Terraform, Packer.

**Client: Cisco / Cognizant Nov “18 to May”20**

**Role: Sr. DevOps/Cloud Engineer**

**Responsibilities:**

* + Experience in software integration, configuration, automation, builds, releases, and multi-environment deployments.
  + Supported Linux/Windows AWS instances; worked with Elastic IPs, Security Groups, VPC, EC2, S3, ELB, IAM, and NACL.
  + Managed network security with Load Balancers, Auto-scaling, and Route tables for public/private routing.
  + Automated deployments using Python, Shell, PowerShell, and Ruby; migrated builds from Ant (build.xml) to Maven (pom.xml).
  + Built end-to-end Jenkins CI/CD pipelines, integrated AWS CodeDeploy, and automated Tomcat deployments.
  + Automated AWS backups (S3, EBS, AMIs) via AWS CLI; used Bootstrap scripts for large-scale instance provisioning.
  + Implemented Chef cookbooks/recipes for EC2 deployments; managed Tomcat, MySQL, and Windows configurations.
  + Delivered content via AWS CloudFront to reduce frontend load; used Docker extensively for containerization and Kubernetes for orchestration.
  + Built and managed Docker containers, images, volumes, and snapshots; used Docker Swarm for Spring Boot deployments.
  + Focused on immutable infrastructure and Docker automation within CI/CD pipelines.
  + Installed and hardened RedHat Linux via Kickstart; enforced security policies.
  + Managed IAM users, roles, groups, and policy attachments.
  + Managed branching, tagging, release processes in Git/GitHub; built Jenkins upstream/downstream pipelines.

**Environment**: JIRA, Confluence, Bitbucket, Azure, Web-logic GIT, MAVEN, ANT, Jenkins, Docker, VM Ware, Vagrant, Puppet, Ansible, Kubernetes, Jfrog Artifactory, XRAY, Mission Control, Puppet, Shell Scripts, Bash, Terraform, Packer.

**Client: MobiTv - Emeryville, CA. Apr “17 to Nov”18**

**Role: DevOps/Build Release Engineer**

**Responsibilities:**

* Collaborated on Ansible automation for cloud deployments; integrated Terraform, Ansible, and Packer for AWS infrastructure versioning.
* Developed build/deploy scripts with Groovy, Python, Perl, Bash, and UNIX for various app servers.
* Provisioned and managed AWS (EC2, Elastic Beanstalk, S3, EBS, Auto Scaling); migrated on-prem servers to AWS cloud with high availability setups.
* Automated application deployments to cloud using custom frameworks; optimized Jenkins and Hudson CI/CD pipelines.
* Installed, configured, and administered Jenkins on Linux; built microservice pipelines deploying Docker images to Kubernetes.
* Managed Jfrog Artifactory: created virtual/local repositories, handled migrations, HA setup, AD sync, permission validation, XRAY scans, and Mission Control configuration.
* Led datacenter migrations of build/agile tools to AWS with minimal downtime.
* Extended Puppet automation for infrastructure provisioning (site redundancy, staging/dev environments).
* Deployed apps with Chef, Ansible, and Terraform across AWS and Azure; managed AMIs lifecycle in AWS.
* Built Azure services: web apps, app gateways, DNS, Traffic Manager, App Insights, Network Watcher, Azure Stack, Site Recovery, and Azure Backup.
* Managed SQL databases (SQL Azure, MS SQL Server, MS Access); created deployment automation for database systems.
* Installed/configured Splunk (v3.x & 4.x) for log monitoring; scripted automation for builds/deployments.
* Managed Kubernetes: created pods, managed clusters, deployed Docker engines on virtual platforms for containerization.

**Environment**: JIRA, Confluence, Bitbucket, Azure, Web-logic GIT, MAVEN, ANT, Jenkins, Docker, VM Ware, Vagrant, Puppet, Ansible, Kubernetes, Jfrog Artifactory, XRAY, Mission Control, Puppet, Shell Scripts, Bash, Terraform, Packer.

**Client: Schneider Electric** **– Fremont, CA. May “16 – Apr”17**

**Role: DevOps/AWS Engineer**

**Responsibilities:**

* Developed & implemented software release management strategies aligned with Agile processes; led release readiness, milestone, and Go/No-Go reviews.
* Managed cross-functional team coordination, project plans, schedules, requirements, QA plans, scope changes, and stakeholder communications.
* Administered Atlassian tools: Bitbucket, Jira, Confluence, Crowd; maintained plugins, integrations, and performed upgrades & migrations.
* Configured JIRA workflows (conditions, validators, post functions), permission schemes, notifications; created dashboards, metrics, advanced filters.
* Conducted JIRA user training, gathered business requirements, and customized complex workflows & schemes.
* Migrated version control systems from UberSVN, Subversion, TFS, GitLab to GitHub Enterprise (AWS HA setup).
* Consolidated 100+ Jenkins instances into clustered, Dockerized CloudBees Enterprise Jenkins (HA); built custom containers for security compliance.
* Developed Jenkins Groovy Pipelines for CI, artifact uploads to Nexus, and Docker container deployments.
* Implemented CI/CD pipelines using Bamboo, Jenkins, uDeploy for application and database deployments; automated snapshots and production installs.
* Automated deployments with Maven, Ant, SonarQube, and extensive scripting using Shell, Bash, PowerShell.
* Provisioned IaaS & PaaS VMs on Azure (Classic & ARM); deployed Docker containers via Azure Kubernetes Service (AKS) with Helm for HA, scaling, load balancing, and reproducible builds.
* Managed AKS clusters: pods, deployments, ingress, health checks, ConfigMaps via YAML.
* Integrated Docker orchestration into AKS; automated server builds, management, monitoring & deployments with Puppet.
* Supported development teams on release schedules, continuous integration, and stable environment management.
* Monitored application health using New Relic, Splunk, PagerDuty; configured nightly Jenkins auto-deploy builds for Dev & QA teams.
* **Achievements:** Upgraded Atlassian suite, executed business resiliency activities with minimal downtime, received multiple user commendations for fast, high-quality issue resolution.

**Environment**: JIRA, Stash, Crowd, Confluence UNIX, Linux, VMware, Infrastructure, Subversion, Bitbucket, GITHUB, Jenkins OS, Cloudbees, Bamboo, Git, Ant, Maven, Gradle, Jfrog, Puppet, Shell Scripts, Bash, Terraform, Packer, Docker,Newrelic, Splunk.

**Client: Walgreens/Cognizant May “13 – Aug ”14**

**Role: DevOps/ AWS Engineer**

**Responsibilities:**

* + Built and supported Testing, Contingency, Production, and Disaster Recovery environments on RHEL, Solaris, and AIX.
  + Automated deployments with Puppet, Chef (cookbooks, recipes, Test Kitchen), and Ansible for configuration management.
  + Designed Jenkins architecture; implemented CI/CD pipelines using Jenkins, GitHub, GitLab, Nexus, SonarQube, Maven, Ant, Gradle, Ivy, Groovy, MSBuild, and Docker.
  + Automated build and deployment of Java (JAR/WAR/EAR) and Tibco applications; integrated Jenkins with Chef and Kubernetes.
  + Managed source control with SVN, Git, GitHub, and re-architected repositories for better release management.
  + Configured and administered JIRA, Confluence, Artifactory, Visual Studio; developed advanced JIRA workflows, permissions, and notifications.
  + Collaborated with cross-functional teams for requirements gathering, workflow design, and enterprise solutions implementation.
  + Installed and configured development tools, managed user permissions, security, fields, screens, and workflows.
  + Automated ILMT Agent and SEP Agent deployments; performed RHEL patching with yum/up2date.
  + Administered Docker containers; deployed and managed Kubernetes clusters with namespaces on GKE.
  + Prototyped CI/CD on GKE with Kubernetes, Docker, and GitLab; implemented Docker-based pipelines using AWS AMIs.
  + Experience in hybrid cloud (IaaS, PaaS) with OpenStack; managed LVM, network bonding, and system troubleshooting (network, memory, CPU, filesystem, TCP/IP, NFS, DNS, SMTP).
  + Developed Spark Streaming code in Scala; worked with ELK stack (Elasticsearch, Logstash, Kibana).

**Environment:** JIRA 6.1, Service desk, Stash, Crowd, Confluence, JQL, PERL, portfolio, UNIX, Linux, VMware, Infrastructure 4/5, Subversion, Bitbucket Enterprise, GITHUB Enterprise, SVN, Chef, Puppet, Tomcat, Jenkins, Sonar, AWS, S3, EC2, IAM, Nexus, Ant, Open stack Maven, Python, Shell, OracleWeblogic10.5, XML.

**Education:**

* **Master’s** in Information Assurance in (**Wilmington University)** GPA: 3.7
* **B Tech** in Computer Science Engineering **(JNTU),** GPA: 3.5