

Srikanta Sahu

Senior Site Reliability Engineer | Cloud Technologies | Observability Solutions

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Whitefield, Bangalore



SUMMARY

Senior Site Reliability Engineer with **13+ years of experience** driving observability, reliability, and automation for large-scale enterprise systems. Proven in improving uptime, performance, and operational efficiency through modern monitoring, incident response, and SRE practices. Experienced in **remote-first and globally distributed environments since NTT Data**, consistently delivering high-impact SRE and observability solutions with strong ownership and independence.

EXPERIENCE

Senior Site Reliability Engineer (Director)

Bangalore, India

[Morgan Stanley](#)

09/2021 - Present

- **Project-1 (Leading IT efforts for Observability and Systems Reliability)**
- Led enterprise observability strategy and automation, improving system uptime by **25% YoY** through standardized monitoring, incident response, and reliability engineering practices.
- Migrated metrics observability from **SCOM, MKS/Kubernetes, Docker, and custom tools** to a centralized **Prometheus and Grafana** platform, reducing tooling sprawl and operational overhead.
- Architected and automated advanced observability for **third-party and enterprise services** using **open-source exporters, Fluent Bit, and custom pipelines**.
- Defined and executed observability roadmap, aligning with business goals to improve reliability and customer experience
- Led onboarding and migration of **300+ microservices** into a unified **metrics, logs, and tracing** platform with standardized **Golden Signal dashboards**.
- Established **Infrastructure-as-Code (IaC) observability**, providing visibility into infrastructure changes, drift, deployment failures, and blast radius via **Terraform plans and CI/CD telemetry**.
- Defined and standardized **SLI/SLO frameworks** for microservices, including service health indicators, error budgets, and onboarding guidelines.
- Led integration of **alerting and incident automation** by connecting **Prometheus Alertmanager** with **PagerDuty, ServiceNow, and Slack**, significantly reducing MTTR.
- Partnered with platform, application, and security teams to embed **observability gates into release and change management processes** before production go-live.
- Optimized observability platforms for **scalability, performance, and cost efficiency** through automated workload validation and performance testing.
- Led **security and vulnerability management** for observability platforms by implementing proactive security checks, exporter hardening, RBAC, and remediation automation
- Integrated observability across containerized and cloud-based workloads, supporting hybrid enterprise environments.
- Currently working on to build a centralized solution using Cortex, Open Telemetry, Terraform and Ansible for both Windows and Linux platforms

Senior Site Reliability Engineer (Director)

Bangalore, India

[Morgan Stanley](#)

09/2021 - Present

- **Project-2 (Leading IT efforts for E-Communication Archive solution)**
- Led observability and reliability initiatives for enterprise **E-Communication Archival systems**, supporting **COB testing, DR readiness, and regulatory compliance**.
- Designed and automated **performance and reliability testing frameworks** for upgrades and patches, sustaining **99.98% uptime** for critical archival platforms.
- Streamlined and automated **incident, deployment, and operational workflows**, reducing manual effort and improving release consistency.
- Automated routine operational and maintenance tasks, saving **~200 hours per month** and minimizing human error.
- Re-architected **log ingestion and storage pipelines** to handle **terabytes of daily data**, improving query performance and reducing costs by **30%** while meeting compliance requirements.
- Led **disaster recovery testing initiatives**, validating backup data center operations, application availability, and archive ingestion continuity during failover events.
- Designed and implemented a **parallelized archive processing pipeline** to handle high-volume data ingestion, eliminating processing bottlenecks and improving system stability.
- Took initiative on **security and compliance processes**, implementing security checks, access controls, and vulnerability remediation to meet regulatory and audit requirements.
- Owned production reliability through **on-call participation, incident leadership, postmortems, and preventive action items**, reducing repeat incidents and improving operational maturity.

EXPERIENCE

Senior Software Engineer

Bangalore, India

Lowe's

09/2018 - 09/2021

- Architected monitoring strategy using Prometheus, InfluxDB, and Grafana across on-prem, GCP, and Kubernetes environments
- Developed one-point solution for unified tracking of metrics, logs, and traces, enhancing DevOps efficiency
- Worked on projects like setting up TLS certificate dashboards and threat tracking dashboards in Grafana, which helped the team secure all Kubernetes objects (internal and external)
- Worked with Security team to deploy Kyverno annotations for K8s objects across Observability area which helps to identify team from objects
- Automated routine maintenance tasks, which reduced manual workloads by 60 hours per month and minimized human error
- Coordinated with Server, Networking, and Security teams to build environments; implemented alerting solutions via Slack, Teams, Webhook, Email, ServiceNow etc
- Developed continuous deployment pipeline with shell scripts, managed user access, LDAP, SMTP setup
- Onboard/migrate 300+ microservices to metrics & logging and setup golden signal dashboard for teams
- Collaborated on GCP infrastructure monitoring solutions and built service models for critical services
- Managing all logging components which handles TB's of data per day and for metrics & tracing handles more than 250+ k8s services
- Working knowledge of scripting languages (e.g., Python, Bash, etc.), TCP/UDP protocols, and internetworking technologies (routing/switching, proxy, firewall, load balancing, etc.).
- Redesign logging footprint based on daily log volume & retention period, setup global indices etc
- Implement tracing solution which helps in depth monitoring response time and improving application performance
- Documenting confluence pages, run books & troubleshooting steps which helps On-Call to take actions for alerts

System Integration Engineer

Bangalore, India

NTT DATA

08/2016 - 08/2018

- Part of Infrastructure Solution group as senior Automation team member with the role of supporting multiple clients
- Applying monitoring configuration on various UNIX \ Windows servers and various application servers such as Oracle, SQL, Web servers
- Handled multiple upgrade projects on agentless, agent-based monitoring and troubleshooting daily issues
- Coordination with various vendors & Internal IT team for successful implementation of projects.
- Assist in interviewing clients for requirements, walkthroughs, testing, implementation and documentation
- Handled requests, incidents and changes for server monitoring (automation) and follow ITIL standards
- Performing and monitoring Citrix Server Reboots that are a part of change management ticket procedures
- Provided technical guidance about monitoring process and environmental understanding to L2/L3 Analysts and Technicians
- Monitored server 24/7 to prevent hardware/software failures

Support Analyst

Bangalore, India

Cognizant

08/2012 - 07/2016

- Provide first- and second-level support for enterprise applications, ensuring timely resolution of incidents and service requests
- Troubleshoot and resolve functional and technical issues related to software applications
- Assist with user onboarding, configuration, and access management
- Ensure compliance with SLAs, security standards, and best practices

SKILLS

Monitoring & Observability: Prometheus, Grafana, Tracing & Logging, Loki, OTEL, Splunk, Dynatrace, Nagios

Cloud Platform: AWS(EC2, S3, DynamoDB, EKS, VPC), GCP

Security & Compliance: IAM, Security Groups, Encryption, Vulnerability Scanning

Containers & Orchestration: Kubernetes, Docker

Other Technologies: Terraform, Git, Shell/Python Scripting, Linux, Unix, Ansible, Jenkin, Jira, Confluence

EDUCATION

Bachelor of Technology in Electronics & Communication Engineering

Odisha, India

Biju Patnaik University of Technology

03/2008 - 07/2011

- Graduated with 7.18 CGPA

PROJECTS

Enhanced Monitoring Solution

Developed an open-source monitoring solution for On-prem, Kubernetes, and Cloud resources, offering insights into resource use.

Application and Infra Migration

Led a team of 15 members to successfully migrate 1000+ application and infrastructure monitoring.

KEY ACHIEVEMENTS

Leadership In Team Management

Led a team to successfully manage application and provided monitoring solutions to multiple team.

Cost Savings Initiatives

Led monitoring improvement initiative that identified and remediated licencing cost within the first year of implementation. Saved \$1.2 million annually in licensing costs through open-source solutions migration.

COURSES

Certified Kubernetes Administrator

In-depth course on orchestrating and managing containers at scale from Kodekloud certified training provider.

Site Reliability Engineering Certification

Certification focusing on managing and ensuring the scalability and reliability of software systems.

System Administrator

Both Linux and Windows

Networking

Cisco Certified Networking Administrator