VISHNUVARDHAN NAYAKAM

Senior DevOps Engineer | Platform Engineer | AI-Driven Cloud & Kubernetes Automation

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PROFESSIONAL SUMMARY

Platform & Senior DevOps Engineer with **8.5+ years of experience** designing, automating, and operating cloud-native infrastructure at enterprise scale. Proven expertise managing production **Kubernetes** clusters on **AWS EKS** and **GCP GKE**, optimizing infrastructure monitoring, and accelerating **CI/CD** workflows. Designed and built **AI-powered, event-driven automation systems** (**Python, Claude-based agents**) end-to-end — from architecture through production rollout — reducing operational processing time **5x** across infrastructure, incident response, and deployment workflows. Built a **Slack Bot–based internal tooling platform** with AI-driven natural-language understanding (NLU/RAG) unifying release, infrastructure, and operational Q&A.

> **Key Impact: 5x** faster operational processing via AI-powered event-driven automation • **60%** manual effort cut on Monthly Org Migrations & Capacity Adds • **25%** faster deployments via CI/CD optimization • **99.5%+** SLA maintained on 1P OS patching & compliance

CORE TECHNICAL SKILLS

Cloud & Containers: AWS (EKS, Lambda, Fargate, EC2, S3, RDS, DynamoDB, VPC, CodeDeploy, CodePipeline), GCP (GKE, Compute Engine, Cloud Storage, Load Balancing, VPC, Cloud VPN), Hybrid Cloud, Multi-Cloud, Kubernetes, Docker, Serverless

AI & Agentic Automation: Claude, LLM (Large Language Models), RAG (Retrieval-Augmented Generation), Agentic Workflows, Agentic Automation, MCP (Model Context Protocol), Natural Language Understanding (NLU), Event-Driven AI Agents, ChatOps

IaC & Config Management: Terraform, AWS CDK (TypeScript), Ansible, Puppet, Infrastructure as Code (IaC), Configuration Drift Prevention

CI/CD & Version Control: Jenkins, Spinnaker, CloudBuild (Cloud Build), Git, GitHub, Artifactory, Blue-Green Deployment, Release Engineering

Monitoring & Observability: CloudWatch, Grafana, Splunk, StackDriver (Cloud Monitoring & Logging), Argus, Alerting, High Availability (HA), Disaster Recovery (DR), Root Cause Analysis (RCA)

Scripting & Databases: Python, Go (Golang), Shell Scripting (Bash), Node.js / JavaScript (basics), TypeScript, SQL, MySQL, NoSQL (basics), Linux / Unix

Automation & ITSM Tools: StackStorm, JIRA, ServiceNow, VersionOne, Slack Automations, Runbook Automation, Agile

PROFESSIONAL EXPERIENCE

Salesforce — Senior Member of Technical Staff

09/2022 – Present

- Designed and built **AI-powered, event-driven automation systems** (**Python, Claude-based agents**) end-to-end from architecture through production rollout, reducing operational processing time **5x** across infrastructure, incident response, and deployment workflows for a multi-team engineering organization.
- Architected and implemented a **Slack Bot–based internal tooling platform** (Python + Slack automations) with **AI-driven natural-language understanding (NLU)** to automate routine manual tasks and unify release, infrastructure, and operational Q&A in one place.
- Reduced deployment times by **25%** by adopting new CI/CD strategies and best practices across **Jenkins** and **Spinnaker** pipelines, streamlining build and artifact generation for reliable releases.
- Developed the **Vulnerability Notifier** tool automating vulnerability identification and resolution, saving **90 minutes weekly** and ensuring a **99% compliance SLA**.
- Automated updates to the `service-availability-groups` repository after capacity changes, replacing manual diff/PR/notification steps — saving **~60 minutes per event** and supporting the 1P OS patching SLA of **>99.5%**.
- Automated complex **Monthly Org Migrations and Capacity Adds** using event-driven architecture, cutting manual effort by **60% within 3 months** while improving accuracy and customer visibility.
- Managed **AWS EKS Kubernetes** clusters and on-premises infrastructure, performing cluster upgrades, patching, and monthly Capacity Analysis to fulfill capacity needs for new customers.
- Automated operational runbooks and dynamic workflows using **StackStorm** and **Claude-based workflows**, reducing operational burden and improving reliability.
- Deployed applications across **AWS** and on-premises environments aligned with compliance requirements, enhancing deployment workflows and improving CTS via advanced Kubernetes features.

- Designed and enhanced application configurations and pipelines to support **GCP and AWS** via an internal abstracted platform layer, while optimizing monitoring, alerting, and production troubleshooting for high availability.

Amazon — Programmer Analyst **09/2020 – 09/2022**

- Led end-to-end design and implementation of **Python-based internal tools** on **AWS serverless architectures** (**Lambda, Fargate**), improving scalability, performance, and operational efficiency.
- Implemented **Infrastructure as Code (IaC)** with **AWS CDK (TypeScript)** to deliver repeatable AWS deployments, reducing configuration drift and increasing deployment confidence.
- Designed and delivered scalable AWS solutions enabling **cross-region and cross-VPC connectivity**, leveraging **Lambda, DynamoDB, RDS, EC2, S3, CloudWatch, CodeDeploy, and CodePipeline** for production systems.
- Automated operational workflows and built real-time visibility dashboards for the Trans Execution operations team, improving package and vehicle tracking and operational efficiency.
- Contributed to system design and architecture reviews focused on **high availability (HA), disaster recovery (DR)**, and performance optimization, while enhancing data labeling and ingestion tools.
- Performed **root cause analysis (RCA)** and production troubleshooting across cross-functional teams to resolve incidents, minimize downtime, and drive automation.

Gspann Technologies — DevOps Engineering & Automation Tools Building (Python) **05/2018 – 09/2020**

- Designed and developed **Python-based automation** to streamline operational workflows and daily support tasks, significantly improving team efficiency and reducing manual effort.
- Led the migration of the IGL application from on-premises VMs to cloud infrastructure, implementing **Blue-Green deployment strategies** for zero-downtime releases.
- Provisioned and configured **Google Cloud (GCP)** infrastructure — **Compute Engine, Cloud Storage, Load Balancing, VPC, Cloud VPN, and networking** — to support scalable cloud applications.
- Managed **CI/CD pipelines** using **Jenkins, Git, and Artifactory**, supporting nightly builds, automated deployments, and reliable code promotion across environments.
- Built and maintained monitoring dashboards and alerting systems for application health, performance visibility, and rapid incident response; conducted Proof of Concepts (POCs) for emerging technologies.
- Managed incidents and operational workflows using **JIRA** and **VersionOne**, ensuring timely resolution aligned with priority and business impact.

KEY TECHNICAL PROJECTS

- **Slack Agent (AI Internal Tooling):** Intelligent Slack assistant using Python, LLM, RAG, and MCP providing real-time answers on infrastructure, releases, incidents, and operational metrics directly inside Slack.
- **Real-Time Multilingual Chat Application:** Serverless chat system built with Python, AWS Lambda, AWS Translate, and WebSockets that detects incoming message languages and translates them in real time.
- **Real-Time Twitter Streaming Pipeline:** High-throughput streaming data pipeline ingesting live Twitter feeds into Elasticsearch via Apache Kafka using Python (`github.com/vishnu123sai`).

CERTIFICATIONS

- **Certified Kubernetes Administrator (CKA)** — Cloud Native Computing Foundation (CNCF)
- **Certified Kubernetes Application Developer (CKAD)** — Cloud Native Computing Foundation (CNCF)
- **Kubernetes and Cloud Native Associate (KCNA)** — Cloud Native Computing Foundation (CNCF)
- **GCP Certified Cloud Architect** (Professional Cloud Architect) — Google Cloud
- **GCP Cloud Engineer** (Associate Cloud Engineer) — Google Cloud
- **GCP Certified Data Engineer** (Professional Data Engineer) — Google Cloud
- **AWS Certified Cloud Practitioner** — Amazon Web Services

EDUCATION

Bachelor of Technology (B.Tech), Electronics & Communication Engineering **08/2014 – 05/2018**

Jawaharlal Nehru Technological University (JNTU), Hyderabad