Prithiviraj Sudesh
Technical Operation Manager

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Dynamic Technical Operations Manager with 10+ years of experience in production stability, CloudOps, SRE Practices, Onboarding projects, automation and incident lifecycle management RCA, monitoring, and CI/CD Pipeline optimization with Jenkins and custom dashboards. Proven leader in managing cross-functional teams, improving SLAs, and driving operational excellence.

Professional Summary

- Accomplished Technical Operations Manager with strong proficiency in **production stability, SRE practices, automation and large-scale CloudOps management**.

- Experienced in **Agile methodologies**, leading 21+ team members across **Production Support**, **Project Onboarding** and **Integration** teams while collaborating with Engineering, QA, Product, Cloud and third-party partners to resolve technical issues and enhance operational maturity.

- Skilled in **advanced monitoring, RCA, incident lifecycle management, and proactive alerting**, ensuring seamless issue resolution and system reliability.

- **Proficient in ITSM platforms, Including JIRA, ServiceNow (SNOW), Freshdesk**, **GLPL** and known for enhancing workflows through **custom dashboards, CI/CD optimization and Jenkins automation** that improve SLA compliance.

- Delivered impactful enhancements to **Grafana, Zabbix and Pinpoint dashboards** boosting system visibility, operational intelligence, and data-driven decision making.

- Experienced in **Elasticsearch** (search and analytics), Logstash, **Kibana**, **AWS CloudWatch**, Synthetic Canaries, health-check automation, performance optimization and scaling workloads across **EC2, ECS, Lambda, server/application migrations** and **Kubernetes** pods and **Phabricator** for code review and change management.

- Proven leadership in managing **high-impact incidents**, mentoring teams, managing shift rosters, and creating repeatable processes that reduce recurring issues, improve system stability, meet KPIs, and boost overall performance.

Technical Skills

Team Building & Mentorship **(TechOps, Integrations, SRE teams)**	Incident Management **(L2/L3, RCA, MTTR)**	Cloud Operations **(AWS EC2, ECS, Lambda, Monitoring)**
Infrastructure Management **(AWS, Linux)**	Performance Metrics, Reporting & Operational Dashboards	Decision Making and Problem-Solving **(Production Environments)**
Change & Release Management **(Production Environments)**	Stakeholder & Vendor Management **(Business & Third-Party Partners)**	SLA & KPI Management **(Availability, MTTR, Incident SLAs)**
CI/CD Pipeline Automation **(Jenkins, Python Automation)**	Quality Assurance & Production Readiness	Technical Documentation & Operational Reporting

Work Experience

Jun 2025 - Present : Nandu's Food Pvt.Ltd, Bengaluru   **IT / Technical Operation Manager**

Projects : Nandus (Retail & eCommerce Operations Platform)

- **Technologies :** AWS EC2, Zabbix, Jenkins, Python, REST APIs, Desktop Application

- **Responsibilities :** Production monitoring, incident management, RCA, automation, API-driven reporting, CI/CD automation, cloud operations, EDC payment integration
- **Ticketing & ITSM Tools :** JIRA, GLPL
- **Databases :** MySQL (AWS RDS), SQLyog

Role:
- Designed and implemented a **centralized monitoring platform** that unified system visibility across all retail outlets, core applications, and EDC payment infrastructure.
- Developed **desktop automation tools** to streamline daily operations, reduce manual effort, and improve team productivity and reduce manual effort by **80%.**
- Built and automated **API-driven reporting pipelines** integrated with Jenkins to ensure timely delivery of operational and financial reports.
- Led the **EDC machine integration** across all Nandus outlets, improving transaction success rates and ensuring smooth Paytm/Bank gateway connectivity.
- Established **proactive monitoring and automated workflows** using Python, APIs, and cloud tools, enabling early detection of issues and reducing operational interruptions.

Highlights:
- Improved operational SLA adherence to **99%**, ensuring consistent on-time issue resolution over a three-month period.
- Implemented **auto-escalation alerts**, reducing communication delays and significantly improving response times.
- Reduced manual effort by **60%** through API-based reporting, automated monitoring, and desktop automation tools.

Jun 2024 - May 2025 : Motherson Technology Services (BOSCH) L.OS　　　　　**Senior Technical Lead**

Projects : [BOSCH L.OS (Logistics Operating System)](#)
- **Technologies :** AWS CloudWatch, AWS Synthetic Monitoring Canaries, Grafana
- **Responsibilities:** Team Management**,** Production stability, incident management, RCA, monitoring & alerting, performance optimization, cloud operations.
- **Ticketing & ITSM Tools :** JIRA, ServiceNow (SNOW)
- **Databases :** MySQL (AWS RDS)

Role:
- Led end-to-end **technical operations for BOSCH L.OS**, managing incident response, RCA, performance optimization, and ensuring high availability and production stability.
- Implemented proactive monitoring using **AWS CloudWatch**, **Synthetic Monitoring Canaries**, ELK, and Grafana dashboards to enable early failure detection and reduce recurring incidents.
- Collaborated with **Dev, QA, Cloud**, and **business teams** to strengthen system resilience, streamline workflows, and reduce downtime through automation and observability improvements.

Highlights:
- Implemented proactive measures that reduced downtime by **95%.**
- Reduced system downtime by **95%** through proactive performance tuning and automation.

Jun 2021 - Jun 2024 : Shiprocket Omuni Arvind Internet Pvt.Ltd　　　　　**Techops Lead / Manager**

Projects : [Shiprocket OMUNI](#)
- **Technologies :** AWS EC2, Jenkins, Kubernetes, ELK (Elasticsearch, Logstash, Kibana), Grafana, Pinpoint, Newrelic,
- **Responsibilities:** Team Building & Mentorship**,** Production Management, Integration Management, Incident Management, Infrastructure Management, Problem Management, Stakeholder & Vendor Management, Reporting and Documentation, RCA, enterprise integrations (Myntra, Amazon, Flipkart, ClickPost, Bata, Soch)

- **Ticketing & ITSM Tools :** JIRA, JIRA Service Desk, FreshDesk
- **Databases :** MySQL (AWS RDS)

Role:
- Managed **application and server-side production issues**, performing deep **RCA** and driving permanent fixes to prevent recurring incidents and improve overall platform stability.
- Led end-to-end **onboarding and production stabilization** for enterprise integrations with **Myntra, Amazon, Flipkart, ClickPost, and Bata**, ensuring smooth go-lives with minimal post-launch incidents.
- Collaborated with **Engineering, QA, Product, and external partners** to resolve critical issues, support feature enhancements, and maintain seamless business operations during high-volume onboarding phases..
- Drove **CloudOps and automation** across **AWS (EC2, ECS, Lambda)** using **Jenkins CI/CD** and **Kubernetes log monitoring**, improving scalability, performance, and reducing incident resolution time by **95%**.
- Designed and operationalized centralized logging with **Filebeat, Logstash, Elasticsearch (ELK)** and built **Kibana/Grafana dashboards** to analyze **last 7 days of logs**, quickly identify errors, latency spikes, and missing logs, improving **MTTR**.

Highlights:
- Developed Python automation scripts and proactive monitoring dashboards that reduced daily ticket volume from **60+ to 20+**, while cutting recurring issues by **98%** and enabling **100% faster onboarding** across teams.
- Implemented automation solutions that increased operational efficiency by **100%**, significantly reducing manual effort for the **8-member support team** and accelerating issue resolution.
- Enhanced CI/CD practices and cross-team collaboration, resulting in improved operational performance and a substantial reduction in **Mean Time To Resolution (MTTR).**

Jun 2017 - May 2021 : Arvind Internet Pvt.Ltd, Bengaluru	Technical Support Engineer - II

Projects : NNNOW
- **Technologies :** AWS EC2, S3, Jenkins, Python, ELK, Grafana, Pinpoint. MYSQL, REST APIs
- **Responsibilities:** Production support, incident management, monitoring, RCA, automation, CI/CD
- **Ticketing & ITSM Tools & Database:** JIRA, JIRA Service Desk, FreshDesk**,** MySQL (AWS RDS)

Role:
- Resolved complex application and integration issues through detailed RCA using **Postman APIs**, **MySQL**, **Elasticsearch**, **Kibana**, and **Linux logs** ensuring optimal performance and high availability.
- Developed and integrated **Python + REST API automation scripts** with Jenkins cron scheduling to streamline operational workflows and reduce manual intervention.
- Managed **AWS EC2 instances**, including deployment, configuration, optimization, and scalability improvements to support seamless cloud operations and documented technical solutions on Confluence and provided **L2/L3 support** for escalated issues, ensuring smooth operations and rapid issue resolution.

Jun 2014 - May 2017 : Arvind Internet Private Limited, Bengaluru	Software Solution Engineer

- Developed Creyate, an e-commerce platform for customizable clothing, integrating 3D Maya processing, fabric rendering, image optimization, and automated uploads to AWS S3.
- Designed dynamic landing pages and automated image rendering for Creyate using HTML, CSS, AngularJS, and AWS EC2, ensuring seamless functionality per product specifications.

Education

- MCA, Bharathiar University, Coimbatore, 2014
- B.Sc in Computer Science, Periyar University, Salem, 2011