

# Abhiram Vijayan

abhiramvijayan71@gmail.com +917025611531 [Linkedin](#) [Github](#) [CKAD](#)

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## SUMMARY

Site Reliability Engineer with 6 years of experience owning large-scale Azure/Kubernetes infrastructure, including a 500+ node AKS environment spanning 17+ clusters across production and non-production. Specialises in Terraform/IaC automation, Datadog observability, and multi-region disaster recovery — with a track record of delivering high-impact PoCs in areas such as Cilium networking, AKS Fleet Manager, and Azure Managed Redis. CKAD-certified and actively mentoring junior engineers, with a strong focus on platform reliability, scalability, and engineering excellence. Open to European remote roles with CET timezone overlap.

## SKILLS

SRE, Azure, Azure Kubernetes Service (AKS), Azure DevOps, Terraform, Docker, Helm, Cilium, CI/CD, Packer, Bash, PowerShell, Python, Git, GitHub, Datadog, Grafana, Prometheus, OpenTelemetry, Traffic Manager, DNS, HTTPS, Linux, Spring Boot, Multi-Region, Active-Active, Active-Passive, Disaster Recovery, Incident Management, SIEM (Azure Sentinel), Reliability, Resiliency, FinOps, Golang, SLO, SLI, Error Budgets

## EXPERIENCE

**H&R Block India** | Thiruvananthapuram

**Site Reliability Engineer**

December 2022 - Present

- **Tier-1 SRE Ownership:** Primary SRE for 6–8 Tier-1 applications, owning end-to-end reliability across 17+ AKS clusters (prod & non-prod), multiple Azure Web Apps, and ASE-based services — spanning incident response, production change ownership, and platform stability.
- **Datadog Integration & Observability:** Implemented and configured Datadog observability across 17+ AKS clusters in collaboration with the Datadog integration team; automated the onboarding process via an Azure CI pipeline, eliminating manual setup and adopted by multiple teams across the organization.
- **Terraform Migration & Code Stability:** Led the AzureRM v3 to v4 Terraform Enterprise migration for a critical Tier-1 codebase, resolving fragile circular dependency logic and significantly reducing deployment risk; currently leading junior engineers in scaling this migration across other applications, and collaborated with the platform team to fully automate the process using GitHub Copilot — eliminating manual migration effort going forward.
- **Multi-Region & Disaster Recovery Implementation:** Played a key role in establishing a full DR environment in East US 2, personally implementing Azure Traffic Manager, Azure Front Door, Web Apps failover, and Terraform infrastructure for DR; validated multiple failover scenarios with successful results, ensuring business continuity for Tier-1 workloads.
- **Incident Management & Troubleshooting:** Owned end-to-end incident management for critical Tier-1 production workloads as part of a follow-the-sun on-call rotation, independently resolving complex issues spanning AKS clusters, networking/DNS failures, Azure service outages, application crashes, certificate/auth failures, and pipeline disruptions; coordinated with Microsoft Support for RCAs and implemented post-incident corrective actions that prevented recurrence of repeat incidents across the platform.
- **FinOps:** Improved cloud cost efficiency by auditing Azure environments for orphan resources, unused quotas, and obsolete components, driving proactive decommissioning.
- **AKS Overlay Networking & Cilium PoC:** Partnered with the network/platform team on an ongoing PoC implementing Azure Overlay networking and Cilium in AKS to address IP exhaustion at scale; personally owning infrastructure setup, network configuration, testing & validation, documentation, and findings presentation — targeting improved cluster security, networking efficiency, and observability.
- **AKS Fleet Manager PoC:** Built a PoC using AKS Fleet Manager to centrally orchestrate Kubernetes upgrades and patching across 17 AKS clusters.

- **Azure Managed Redis (AMR) PoC:** Contributed to the PoC for Azure Managed Redis, performing implementation and testing, and helped develop the Terraform module for AMR deployment.
- **Storage Account Event Streaming to Azure Data Explorer (PoC):** Owned and delivered a PoC for the application team to stream data from Azure Storage Accounts to Azure Data Explorer using Event Grid and Event Hub, enabling real-time ingestion and analytics.
- **80 TB Cross-Region Data Migration:** Owned the Terraform implementation for a cross-region migration of 80+ TB of data across Azure Storage Accounts, leveraging Azure Object Replication to complete the transfer in days with zero data loss — ensuring a secure and seamless transition for Tier-1 workloads.
- **Mentorship & Technical Guidance:** Successfully mentored two junior engineers and continuously supported team members across Azure, networking, and Terraform troubleshooting. Also assisted senior engineers in learning Docker fundamentals and Kubernetes basics.
- **Production Change Requests (PCRs) Execution:** Successfully delivered over 100+ Production Change Requests across multiple AKS clusters and Azure services by implementing controlled deployment workflows, risk mitigation strategies, and cross-team collaboration to ensure zero-impact changes in live environments.
- **Certificate Migration:** Migrated a large set of certificates to a new certificate authority using Terraform.
- **Cross-Team Operational Support:** Assisted DevOps and development teams with daily troubleshooting and various operational activities.
- **Datadog Training & Knowledge Sharing:** Conducted training sessions to help multiple teams learn and adopt Datadog for monitoring and observability.
- **Achievements:** Received a Quarterly Block Star Award and multiple recognitions for troubleshooting, identifying, and resolving complex issues along with their root causes.

Adfolks, Kochi | Kochi

Software Engineer

August 2020 - December 2022

- Cloud & DevOps Implementation for Product-Based Solutions:
  - **Infrastructure as Code:** Designed and deployed complete Azure infrastructure using Terraform, enabling scalable and repeatable cloud environments.
  - **CI/CD Automation:** Built end-to-end CI/CD pipelines in Azure DevOps with integrated Snyk security scanning and automated deployments to AKS using Helm.
  - **Container Optimization:** Implemented multi-stage Docker builds to containerize Node.js, Angular, and Flask applications, reducing image size by ~50% and significantly improving deployment speed and operational efficiency.
  - **Image Provisioning:** Developed and deployed custom machine images using Packer integrated with Azure DevOps pipelines.
  - **Multi-Cloud Deployment:** Implemented CI/CD workflows in Azure DevOps for Google Kubernetes Engine (GKE) to support multi-cloud product delivery.
- **Middleware Development:** Designed and developed middleware for an OCR (Optical Character Recognition) solution using Spring Boot, enabling efficient data processing and integration.
- **Internal Projects:**
  - Created Adfolk's website uses React JS, Bootstrap
  - Created script to enable and disable Azure diagnostic settings using Powershell
  - Collaborated in the development of Terraform code generation using React.js and Go language as a vital team member
- Delivered hands-on workshops and training sessions on a diverse range of technologies to clients in the UAE:
  - Azure Sentinel
  - Azure DevOps
  - Azure Security Center
  - Cloud-native applications

- **Hackathon Achievement (2020):** Won a Microsoft-organised enterprise cybersecurity hackathon by building a custom Azure Sentinel dashboard enabling real-time threat detection and investigation.

## **EDUCATION**

**MG university** | Kottayam, Kerala

**Master of Computer Applications**

April 2017 - February 2019