

Nikhil Sanodiya

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SUMMARY

DevOps and SRE professional with 5+ Years of experience in BFSI and Payments environments, working across CI/CD automation (Jenkins, GitLab), Infrastructure as Code (Terraform), AWS cloud infrastructure, and Docker containerization. Skilled in production monitoring and observability (Splunk, Grafana, Dynatrace, CloudWatch), incident management, and root cause analysis for high-availability systems. Proven track record of improving development efficiency, system reliability, and scalability in an Agile environment.

TECHNICAL SKILLS

CI/CD & Infrastructure: GitLab CI/CD, Jenkins, Terraform, Docker, Kubernetes, AWS (EC2, S3, IAM)

Data Platforms: Apache NiFi, Apache Spark, Informatica PowerCenter

Observability & Monitoring: Splunk, Grafana, CloudWatch, Control-M, Qlik, Dashboarding, Alerting, Log Analysis

Languages & Scripting: SQL, PL/SQL, Oracle, Unix/Linux Shell Scripting, Python, Groovy

Issue Tracking & Automation: Jira, ServiceNow, BMC Helix, Workflow Automation, Process Automation

SRE & Production Support: Incident Management, Root Cause Analysis (RCA), On-Call Support, Observability, Release Management, MTTR Reduction, SLA Adherence, L2/L3 Support

Certification: Microsoft Certified: Azure Fundamentals

EXPERIENCE

Capco, A Wipro Company — Pune, India

Consultant 1 – BizOps / DevOps & SRE (Mastercard account) | 09/2025 – Present

- Maintained 99%+ uptime for a payment performance analytics platform by monitoring and troubleshooting Apache NiFi and Apache Spark data flows, tracked through Splunk dashboards.
- Managed and supported AWS cloud infrastructure and production environments with a focus on reliability, availability, and scalability.
- Built, maintained, and optimized CI/CD pipelines using GitLab to automate application build, testing, deployment, and release processes and used Python and Shell scripting for automation, validation, and deployment-related tasks across application release workflows.
- Resolved 100+ support tickets and cross-team incidents within SLA by driving root cause analysis with SMEs and stakeholders across engineering and business teams and Provided L2/L3 production support for critical application incidents on a payments platform.
- Monitored application and infrastructure health using Splunk, Grafana, CloudWatch and analyzed logs and metrics, and troubleshooted production issues.
- Participated in incident management, root cause analysis, troubleshooting, and implementation of corrective and preventive actions.
- Collaborated with development, infrastructure, security, and other engineering teams to improve system reliability and deployment processes.
- Upheld team knowledge continuity by documenting runbooks, RCAs, and standard operating procedures, reducing onboarding time for new support members.

Additional Contribution – Agentic AI Initiative (cross-team)

- Contributed to a separate enterprise initiative building an AI agent for the same payment application, alongside core support responsibilities.
- Built data integration workflows using Microsoft Copilot Studio, Power Automate, Apache NiFi, and Apache Spark, Domo datasets and authored Splunk (SPL) dashboards for agent monitoring.
- Helped improve agent response accuracy from 40% to 90% through prompt engineering and iterative testing.

Cognizant Technology Solutions — Pune, India

Software Engineer – DevOps & SRE (UBS account – Global Investment Banking & Regulatory Reporting) | 09/2021 – 09/2025

- Created and managed Jenkins jobs and CI/CD pipelines to automate application builds and deployments, delivering 60+ production releases with zero unplanned rollbacks across Java based applications.
- Containerized applications using Docker, working with Docker images and containers to ensure consistent application deployment across environments.
- Managed and deployed containerised microservices based applications using Kubernetes to ensure high availability and smooth application performance.
- Provisioned and maintained AWS infrastructure (EC2, S3, CloudWatch) using Terraform as Infrastructure as Code, supporting application hosting and cloud-based environments through automated, repeatable provisioning workflows.
- Provided L2/L3 production support and restored service on 100+ P1/P2 incidents within SLA, as measured by ServiceNow resolution-time metrics, by leading root cause analysis and coordinating fixes across development, infrastructure, and global support teams in a regulated banking environment.
- Sustained a 99.9% success rate across 100+ daily batch jobs by proactively identifying and remediating failures before business-hour impact, tracked through Control-M monitoring reports.
- Reduced alert false positives by 25% and accelerated MTTR by rebuilding Grafana dashboards and tuning monitoring thresholds across Splunk and CloudWatch.
- Troubleshoot build, deployment, and application issues, and automated health checks, data validation, log analysis, and recurring operational tasks using Python, Shell, PL/SQL, and SQL scripting, improving troubleshooting efficiency and reducing manual effort.
- Streamlined issue tracking and knowledge continuity for an 8-member support team by maintaining structured workflows and runbooks as SME and point of contact, reducing repeat-incident volume.

EDUCATION

Bachelor of Technology, Computer Science and Engineering — Sagar Institute of Research Technology and Science, Bhopal, Madhya Pradesh, India (2021)

12th Grade — Divine Public School, Panna, Madhya Pradesh, India (2017)

10th Grade — Kendriya Vidyalaya, Panna, Madhya Pradesh, India (2014)

ADDITIONAL EXPERIENCE

Web Developer Intern, Damante Perfumes, Mumbai, India (12/2020 – 06/2021)

STRENGTH

- Strong Technical Curiosity
- Fast Learner & Adaptive
- Effective Debugging and Analysis
- Collaborative and Team-Oriented
- Versatile and Resourceful