

Sathish Kumar Venkatesan

[LinkedIn Profile](#)

Principal Cloud Customer Engineer

Dedicated IT professional with over 16 years of experience. Resourceful and versatile, I also consider myself a generalist instead of a specialist which suits my continuous learning and progressing characteristic. Ability to tackle any IT problem and develop appropriate security solutions within the project deadlines all while remaining on budget. Highly adaptable, flexible professional who embraces teamwork, but also enjoys working independently. I am self-motivated and self-regulated with a high degree of emotional intelligence, and passionate about IT especially regarding bleeding edge technology. Enjoy giving back to the community that taught plenty and reading about the latest hardware news, cloud, DevOps and gadgets Breath DevOps style and incorporating it into daily routine in managing cloud infrastructures and system administration, integrating cloud-based infrastructure components and developing automated solutions in a cloud and on-premises.

Skilled in Kubernetes, Linux System Administration, Azure, AWS, GCP, Shell scripting, Application support and Database/Data center support; with deep understanding of network and operating system concepts, familiar with software build and deployment pipeline and continuous integration.

Rewards:

Certificate of Appreciation

In recognition of outstanding performance, productivity and dedicated service throughout the year 2010 – Embitel Technologies.

Technical Skills

- Highly experienced in designing, implementing and supporting server infrastructure in model of IaaS/PaaS/SaaS.
- Have practical knowledge of IT infrastructure and a proven ability to manage the quality, performance, availability and integrity aspects of designed application solutions
- Good understanding on Containerization - Docker, Red Hat OpenShift Container Platform, Kubernetes, GKE
- Possess excellent team-leading, analytical and communication skills
- Be Responsible for Cloud governance, auditing, monitoring, planning and assessment
- In-depth experience establishing best practices and guidelines for selecting, developing and implementing information systems within enterprise for both Production and Dev environment.
- Good understanding of DevOps key concepts like GitOps and Infrastructure as code (IaC).
- Experience in developing CI/CD pipelines on Jenkins/GitLab.
- Proficient with various development, testing and deployment tools – Git, Jenkins, Docker, Kubernetes, Ansible, Terraform, HashiCorp Vault.
- Strong skills in Data Center Architecture, Design & Virtualization, Cloud Architecture/Design (Private, Public and Hybrid), Server Virtualization, Midrange Servers (Linux/AIX/Windows Servers), Server Monitoring, Reporting, Orchestration, Automation tools and Scripting.
- Excellent problem troubleshooting skills and very strong customer focused. A good team player can work independently and effectively in a fast-paced environment

Professional Experience

RBC

Oct 2022 - Present

Royal Bank of Canada is a Canadian multinational financial services company and the largest bank in Canada by market capitalization. The bank serves over 20 million clients and has more than 100,000 employees worldwide. Founded in 1864 in Halifax, Nova Scotia, it maintains its corporate headquarters in Toronto and its head office in Montreal. In November 2017, RBC was added to the Financial Stability Board's list of global systemically important banks.

Principal Cloud Customer Engineer:

- Engaged with clients to understand their Kubernetes needs, provided tailored solutions, and delivered ongoing technical support, ensuring high satisfaction and system reliability.
- Deployed and managed Kubernetes clusters on Azure AKS, including configuration, scaling, and performance optimization.
- Implemented RBAC and network policies to ensure secure and compliant Kubernetes environments.
- Set up and maintained monitoring systems using Prometheus and Grafana, improving incident response time by 25%. Troubleshoot and resolved Kubernetes-related issues, enhancing system stability.
- Integrated Kubernetes with Jenkins and Flux for automated deployment pipelines, reducing deployment times by 30%.
- Created comprehensive documentation and conducted training sessions for internal teams and clients on Kubernetes best practices.

Loblaw Companies Limited

Oct 2019 - Oct 2022

Loblaw Companies Limited is Canada's largest retail and wholesale food retailer, with about 1,000 operations across the country. Founded in 1956, Loblaw focuses on food retailing with the purpose of providing consumers the convenience of one-stop-shopping. The company operates under a number of banners, including Loblaws, No Frills, Maxi, and Zehrs Markets. The company is on the vanguard of private label, also known as generic, brand merchandise. The company's wholesale business serves nearly 12,000 independent stores in Canada. Loblaw Companies Limited is controlled by George Weston Limited, a multinational food-processing and food-retailing company.

Senior Site Reliability Engineer:

- Implemented and maintained DevOps CI/CD pipelines to automate infrastructure provisioning and software delivery to Azure/GCP.
- Managing the platform for DevOps Tools (Jenkins/Terraform Enterprise/GitLab/HashiCorp Vault/Ansible Tower/Sonatype Nexus/Gradle Enterprise).
- Extensive experience working with Enterprise-level container-based systems (OpenShift, Docker, Kubernetes, GKE).
- Provided technical guidance and engineering support, with a focus in cloud automation. Primarily RHEL, Terraform, Ansible, Ansible Tower, Satellite and OpenShift.
- Gain deep insight into application and infrastructure behavior with monitoring and observability.
- Integrated Hashicorp Vault with Openshift/GKE to inject Application Sensitive Secrets at runtime.
- Administered and built CI/CD pipelines from Scratch to dockerize and deploy individual service on to Kubernetes Cluster across multiple environments.

- Configured metrics from both applications and infrastructure to assist on performance tuning and fault finding.
- Created sustainable systems and services through automation and process improvements.
- Monitor multiple application health and discover opportunities to optimize in a continuously growing large complex environment.
- Contributed to Backstage - Opensource Developer Portal from Spotify.
- Actively participated in high-level team activities such as suggesting architecture improvements, recommending process improvements and conducting tool evaluations.
- Create strategies to counter competitive threats and resolve issues.
- Ensured system uptime and reliability meets our internal SLAs.

Life Fitness (Brunswick)

Nov 2015 - Sep 2019

Life Fitness is an American fitness equipment company that specializes in the production and distribution of equipment such as stationary bikes and treadmills. They developed the industry's first electronic stationary bicycle. Life Fitness was acquired by Brunswick Corporation which is an American corporation that has been active in developing, manufacturing and marketing a wide variety of products.

Senior System Administrator (DevOps Engineer):

- Maintain the Network & Systems in Production/Development and all other Web environments in AWS/GCP Linux platform for **LifeFitness**.
- Providing solutions to overcome issues and solve future initiatives.
- Extensively worked on Jenkins CI/CD pipeline with integrating different tools - shell/bash scripts, Veracode, SonarQube Scanner, Ansible and Docker for continuous integration and continuous delivery for End to End automation, build and deployments.
- Experience in setting up, administer Kubernetes cluster, Docker and deployment of docker images as pods on the cluster.
- Experience in using the build tools like Apache Maven, Ant and the generation of deployable artifacts such as jar, war and ear files from the source code.
- Experience in migrating 50+ EC2 servers from AWS to GCP.
- Experience in configuring Google Cloud Load Balancers & Google Cloud CDN.
- Experience in setting up and configuring Nginx, HAProxy and Apache for reverse proxy configuration for applications.
- Responsible for creating and driving IoT Strategy using Google Cloud IoT Core.
- Experience in setting up secured VPNs IPSEC Tunnel between Cloud (AWS/GCP) and on-premise environments.
- Worked on Multiple AWS instances, set the security groups, Elastic Load Balancer and AMIs, Auto scaling to design cost effective, fault tolerant and highly available systems. Also use EBS in storing persistent data to mitigate the failure.
- Designed and architecture the system's data pipeline to be high available and low latency with MQTT messaging protocol using EMQTTD and Mosquitto.

IBM

Jan 2014 - Nov 2015

International Business Machines Corporation (using the trademark IBM), nicknamed Big Blue, is an American multinational technology company headquartered in Armonk, New York and present in over 175 countries. IBM is the largest industrial research organization in the world, with 19 research facilities across a dozen countries, having held the record for most annual U.S. patents generated by a business for 29 consecutive years from 1993 to 2021.

System Administrator:

- Installation, configuration and troubleshooting of Singapore Airlines (Client) - Linux and AIX Servers.
- Managing File Systems with Logical Volume Manager [LVM].
- Applying patches for the servers as per the customer requirement.
- Implement server upgrades, maintenance fixes and vendor-supplied patches.
- Perform file systems configuration and management.
- Support backup/storage engineering team with server related issues.
- Responding to trouble-tickets via an internal application.
- Perform regular health check on all Linux and AIX Servers.
- Job Scheduling and Automating process using CRON & AT.
- Installation, configuration and troubleshooting of VERITAS and Redhat Cluster.
- NFS configuration & administration

National University of Singapore

Feb 2012 - Dec 2013

National University of Singapore (NUS) is a research-intensive university and has many profound areas of research interests and excellence. The National University of Singapore (NUS) has been ranked the top university in Asia by the London-based Times Higher Education magazine for the third year in a row. Focusing on environment and sustainability research, the NUS Environmental Research Institute (NERI) is a research institute that adopts interdisciplinary approaches to tackle diverse problems relating to water resources and the environment.

IT Engineer

- Managing **NERI** - LINUX servers and maintenance.
- Troubleshooting IT issues on Linux/Windows Platform.
- Share-point Maintenance for Research Institute/Research Centers and other requirements.
- Installation, configuration and troubleshooting of all application based on PHP, Java Tomcat.
- Linux Server Admin: LAMP projects, AWS, SVN, NFS, Samba, Bugzilla and Cacti.
- Network/Server Maintenance.
- Installing the software and managing for the events.
- Maintaining/Updating the NERI Website.
- Creating web application for the Events which organized by NERI.
- Planning and Analyzing for the booking and safety test system.
- Designing the framework for the applications.
- Enhanced the Online booking system for the machines available in NERI in PHP and HTML.

Embitel Technologies is known for its cutting edge and innovative software solutions. They offer top-of-class services in product engineering, digital commerce and mobility/IoT, with a unique mix of embedded tech + mobility/IoT, and digital commerce + mobility/IoT.

Junior System Administrator

- Monitoring **Kodak** Japan & Germany servers as a 1st Level Support Worldwide.
- Technical Support to all internal projects based on Email, skype chat and OTRS Ticketing system.
- Installation, configuration and troubleshooting of all application based on PHP, Java Tomcat, E-Commerce and Embedded systems.
- Linux Server Admin: LAMP projects, AWS, SVN, NFS, Samba, Bugzilla and Cacti.
- Regular Kodak Servers monitoring, troubleshooting and backup.
- Monitoring and troubleshooting regular application and user profile management.
- Daily, Weekly and Monthly Backup schedule in Backbone Netvault & IOMEGA.
- Implementations of New Network & Troubleshooting of the LAN & WAN related problems.
- Networking between various departments.
- Configuring routers and switches.
- Troubleshooting various problems.

Education

Bachelor of Technology – Graduated May 2007 from Bharath University, India.

Training & Certifications

- Redhat Certified Engineer (RHCE)
- VMware Certified Professional (VCP5-DCV)
- Certified Kubernetes Administrator (CKA)
- Certified Kubernetes Application Developer (CKAD)
- Certified Kubernetes Security Specialist (CKS)
- Kubernetes and Cloud Native Associate (KCNA)
- Kubernetes and Cloud Native Security Associate (KCSA)