

Kashif Khan

Site Reliability / Application Support Engineer

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Professional Summary

Site Reliability Engineer (SRE) / Application Support professional with 6 years of experience supporting large-scale, highly available enterprise applications across Java/Spring Boot, Linux, and multi-database environments. Skilled in designing end-to-end SLO-based monitoring and telemetry solutions, leading root cause investigations and retrospectives, translating business/functional requirements into technical diagnostics, and contributing to architectural discussions. Hands-on, self-motivated team player driving engineering priorities and capacity/demand planning in Agile/Scrum environments.

Technical Skills

- **Reliability & Monitoring:** SRE practices, SLO-based telemetry, end-to-end monitoring design, Dynatrace (APM), Graylog (log monitoring), performance visualization, capacity management, performance tuning
- **Incident & Problem Management:** Root Cause Analysis (RCA), incident retrospectives, ServiceNow, SLA adherence, Level 2/3 production support, change management, business & functional requirements analysis
- **Programming:** Java, Spring Boot (OOP principles & design patterns), Python, Shell scripting, custom telemetry instrumentation
- **CI/CD & Infrastructure:** Git, Jenkins CI/CD, AWS, Linux administration, API integration, infrastructure platform troubleshooting
- **Databases:** Oracle, MongoDB
- **Ways of Working:** Agile/Scrum, software development lifecycle (SDLC), cross-functional stakeholder communication, leadership & mentoring, process documentation

Professional Experience

Tata Consultancy Services

IT Analyst – Application Support & Reliability

Jan 2020 – Present

Mumbai, India

- Take ownership of end-to-end reliability for a Tier-1 healthcare enterprise application, resolving 10+ Tier 2/3 incidents weekly while maintaining 98% SLA compliance and 99.9% uptime.
- Design and implement end-to-end SLO-based monitoring solutions for application and infrastructure components using **Dynatrace APM**, identifying performance bottlenecks and increasing services throughput by 25%.
- Build advanced telemetry and log-monitoring workflows in **Graylog**, including custom metrics used to pinpoint failures, reducing Mean Time to Resolution (MTTR) by 30%.
- Drive detailed root cause investigations for production incidents and create/coordinate retrospectives for significant incidents, partnering with engineering teams on issue-avoidance measures that reduced recurring incidents by 10%.
- Participate in architectural and design discussions for **Java/Spring Boot** applications, providing L3 debugging support and code-level fixes to improve application resiliency and capacity planning.
- Develop **Python** and shell-based automation scripts to support operational workflows, saving the operations team 4–6 hours per week.
- Perform advanced data validation, extraction, and diagnostics using SQL on **Oracle** and **MongoDB**, translating business and functional requirements into technical root-cause analysis.
- Coordinate change management and Git/Jenkins-based CI/CD release processes to minimize service disruption during deployments.
- Author and maintain operational runbooks and workflow documentation, mentoring junior team members, and improving onboarding for the support team.
- Act as a technical point of contact and culture carrier for global, cross-functional teams, communicating complex technical issues clearly to stakeholders, and driving faster resolution.

Education

Pillai HOC College of Engineering and Technology

Bachelor of Computer Engineering

Graduated: 2019

Rasayani, Maharashtra

Awards & Recognition

- **Technical Excellence Award** – Recognized for outstanding contribution to application reliability and incident resolution.
- **Star of the Team** – Awarded for consistent high performance and collaborative impact.