HIMANSHU MATHUR

Staff DevOps, SRE & Platform Engineer

Bangalore, IN | +91 90363 45461 | himanshu.mathur@outlook.in | linkedin.com/in/hmathur86 | github.com/hmxbit

EXECUTIVE SUMMARY

DevOps & Platform Engineer with 15+ years of experience in architecting resilient cloud platforms, automating infrastructure, and building end-to-end Kubernetes and Observability platforms. Proven track record of migrating enterprise infrastructure to cloud-native architectures, standardizing metrics and logging via OpenTelemetry, and modernizing monitoring stacks using Prometheus (scaled with Thanos), VictoriaMetrics, Grafana, Sumo Logic, Datadog, and Splunk. Deep Kubernetes expertise across 20+ clusters on AWS (EKS), OCI (OKE), and on-premises environments, spanning service mesh (Istio), Gateway API (Envoy Gateway), GitOps (Argo CD, Helm), and Agentic AI-driven cluster and Helm operations. Expert in building robust, secure CI/CD pipelines with Jenkins and GitHub Actions, mastering containerization (Docker, EKS, ECS, OKE), and codifying scalable environments using Terraform and Ansible. Experienced in Kubernetes-native secrets management with HashiCorp Vault and dynamic secrets rotation, automating operations with Python, Bash, and Go, and actively participating in on-call rotations, incident response, and post-incident reviews. Skilled in optimizing SaaS tool fleets to slash operational expenditures by up to 40% while maintaining 99%+ service reliability.

TECHNICAL COMPETENCY MATRIX

CLOUD & CONTAINERS	OBSERVABILITY & METRICS	IAC & AUTOMATION
AWS (EKS, ECS, Lambda), OCI (OKE), Kubernetes, Docker, Helm, ArgoCD, Istio, Envoy Gateway (Gateway API), HashiCorp Vault	OpenTelemetry, Prometheus, Thanos, VictoriaMetrics, Grafana, Sumo Logic, Datadog, Splunk, ELK	Terraform, Terragrunt, Ansible, Shell/Bash, Python, Go, PowerShell, JavaScript
CI/CD & DELIVERY	**INCIDENT MANAGEMENT**	**SYSTEMS & NETWORK**
GitHub Actions, Jenkins, GitOps (ArgoCD, Helm), IaC	PagerDuty, VictorOps (Splunk On-Call), LogicMonitor, Wavefront, InfluxDB, Nagios, Dynatrace, BMC Patrol, On-call & Post-incident Reviews (RCA)	Linux Administration, CCNA, SNMP, SOHO Networking
AGENTIC AI & PLATFORM ENGINEERING		
Agentic AI for Observability, Kubernetes Operations, AI-assisted Helm Deployments, and Kubernetes Platform Design		

WORK EXPERIENCE

Staff DevOps Engineer — GoTo (formerly LogMeIn)

Bangalore, IN | 06/2017 – Present

Designed and built **Kubernetes and observability platforms** from the ground up, providing standardized, self-service environments for deploying and monitoring distributed microservices across **20+ Kubernetes clusters**.

- Implemented **Istio** service mesh and **Envoy Gateway** (Kubernetes Gateway API) on Kubernetes clusters to standardize ingress routing, traffic management, and secure service-to-service communication.
- Scaled **Prometheus using Thanos** to provide a global query view, long-term object-storage retention, and high availability across multiple clusters.
- Leveraged **Agentic AI** to manage Kubernetes infrastructure and Helm chart deployments, automating troubleshooting, release rollouts, and configuration validation with human-in-the-loop guardrails.
- Standardized enterprise-wide logging and metric solutions using **OpenTelemetry** across distributed microservices architectures.
- Led 100% cloud migration of legacy on-premise monitoring tools to SaaS platforms (LogicMonitor, Datadog, Grafana), reducing operating costs by up to **40%**.
- Architected **Monitoring-as-a-Service (MaaS)** deployment models leveraging containerization across Kubernetes (EKS, OKE) and ECS.
- Implemented **GitOps workflows** (ArgoCD, Helm) to deploy, configure, and manage Kubernetes platform workloads securely and declaratively.
- Maintained **99%+ uptime** across all core monitoring and observability platforms through automated self-healing and auto-recovery mechanisms.
- Automated provisioning of observability infrastructure, collectors, and proxies using **Terraform, Jenkins, and Ansible** to accelerate onboarding.
- Streamlined enterprise incident escalation by automating on-call routing and integrating VictorOps/PagerDuty with centralized alert sources.
- Engineered a custom Monitoring Capacity dashboard using AWS Lambda to track license consumption and prevent budget overruns.
- Built a custom user management web app using AngularJS and AWS Lambda to automate lifecycle access and cleanup across monitoring suites.
- Enhanced web performance monitoring via Catchpoint through structured alerting, custom integrations, and developer documentation.
- Provisioned and managed Kubernetes clusters (EKS, OKE) and supporting infrastructure using **Terraform with Terragrunt**, using reusable modules and DRY environment configuration to keep 20+ clusters consistent across accounts, regions, and environments.
- Designed hybrid deployment patterns spanning **AWS, OCI, and on-premises** environments, with a focus on security, scalability, and high availability.
- Built and maintained **Jenkins** pipelines (shared libraries, declarative pipelines) for automated build, test, security scanning, and deployment of platform components and Helm charts, reducing manual release effort and deployment errors.
- Implemented Kubernetes-native **secrets management using HashiCorp Vault** integrated with Kubernetes using External Secrets Operator, enabling dynamic secrets and automated credential rotation without application downtime.
- Participated in **on-call rotations** and led **post-incident reviews and RCAs**, driving corrective actions such as improved alerting, runbooks, and auto-remediation that reduced repeat incidents.
- Working knowledge about certificate management in Kubernetes with cert-manager. Cert rotation with vault and integration with Gateway API.
- Defined SLIs/SLOs and tuned alerting to reduce noise and proactively detect infrastructure issues.
- Automated operational workflows, including cluster upgrades, certificate renewals, and onboarding, using **Python, Bash, and Go**.

Sr. Systems Engineer — Visa Inc.

Bangalore, IN | 05/2015 – 06/2017

- Deployed custom application, database, and log monitoring solutions across enterprise servers using BMC Patrol and BPPM 9.6.

- Integrated monitoring platforms (BMC Patrol, TMART) with Netcool Event Management and Remedy for streamlined incident handling.
- Packaged monitoring agents using BladeLogic to establish Standard Operating Environments (SOE) for infrastructure management.
- Configured end-to-end synthetic transaction and webservice performance monitoring utilizing Dynatrace RUM and Keynote.
- Deployed Riverbed AppInternals and AppResponse to monitor network performance and application health across critical endpoints.

Systems Analyst — Unisys

Bangalore, IN | 10/2010 – 04/2015

- Designed, evaluated, and deployed enterprise infrastructure monitoring environments using BMC Portal, BMC ProactiveNet, and Nagios.
- Configured high-availability (HA) and disaster recovery (DR) architectures for critical application platforms.
- Led the in-house development of an open-source network monitoring system, insourcing network operations and lowering licensing expenditure.
- Configured HP NNMBS/NNMi and SolarWinds NPM for network performance tracking across critical client environments.
- Decreased overall website downtime by **30%** by deploying synthetic URL monitoring and alert response workflows.
- Automated server routine maintenance and health checks using Perl and Shell scripts.

Systems and Network Administrator — Mehta Associates

Bangalore, IN | 10/2009 – 10/2010

- Configured and maintained Windows and Linux server environments for SOHO infrastructure.
- Managed commercial business applications, user access, local domain controllers, and office networking equipment.

CERTIFICATIONS

- **CKA:** Certified Kubernetes Administrator
- **AWS:** Certified Solutions Architect – Associate
- **DCA:** Docker Certified Associate
- **CCNA:** Cisco Certified Network Associate
- **ITIL v3:** Foundation – IT Service Management

EDUCATION

Bachelor of Engineering (B.E.)

Electronics and Communication

University of Rajasthan, Jaipur | 09/2005 – 06/2009