

SRUJAL PANKAJ DESAI

Frederick, MD - 21701 | 571-419-8712 | desaisrujal009@gmail.com | [LinkedIn](#) | [Github](#)

SUMMARY

Site Reliability Engineer (SRE) with 8+ years of experience operating high-availability, cloud-hosted services on AWS and multi-cloud environments across federal government programs. Applied AWS Well-Architected Framework principles to guide key decisions across migration, automation, and reliability initiatives, including leading 300+ application migrations to AWS cloud and driving \$400K in annual cloud savings. Skilled in incident management, on-call operations, observability engineering, CI/CD, Kubernetes (Amazon EKS), and Infrastructure as Code (IaC), with a track record of lowering Mean Time To Resolution (MTTR) and raising infrastructure quality across teams.

TECHNICAL SKILLS

Cloud Platforms	AWS (primary), Azure, GCP
IaC & Config Management	Terraform (Cloud & Enterprise), AWS CDK, CloudFormation, Ansible, Puppet
Containers & Orchestration	Docker, Kubernetes, Amazon EKS, Helm
Operating Systems	Linux (RHEL, Ubuntu), Windows Server
Languages & Scripting	Python, Bash/Shell, Go, PowerShell
Observability & Monitoring	CloudWatch, Prometheus, Grafana, Splunk, ELK Stack, SolarWinds
CI/CD & DevOps	Jenkins, GitHub Actions, GitLab CI, SonarQube, Nexus, Git, BitBucket
Ticketing & Collaboration	ServiceNow, Remedy, Jira, Confluence, SharePoint

CERTIFICATIONS

HashiCorp Certified: Terraform Associate (004)	Active – Jun '26
Microsoft Certified Azure AI Fundamentals	Active - Jun '25
AWS Certified AI Practitioner	In-Progress
AWS Certified Solutions Architect – Associate	Inactive - Nov '24

PROFESSIONAL EXPERIENCE

NetImpact Strategies — U.S. Department of Agriculture

Herndon, VA

Site Reliability Engineer

Jan 2023 – June 2026

- Led end-to-end migration of 300+ on-premises applications to AWS, building standardized Terraform modules for Auto Scaling Groups, load balancers, networking components, and supporting resources and workspaces that reduced provisioning time and enforced infrastructure consistency across teams.
- Served as primary on-call SRE for multiple High-Value Asset (HVAs) applications and leading triage for high-severity incidents, reducing Mean Time to Resolution (MTTR) by 30% and implementing automation changes that prevented reoccurrence.
- Automated AWS Security Hub vulnerability notification workflows using EventBridge, Step Functions, SNS, and Lambda to process 100+ findings per security scan, deliver real-time alerts via email and Microsoft Teams, and automatically transition findings from NEW to NOTIFIED, eliminating manual console monitoring and reducing security triage overhead.
- Secured application access by integrating AWS Secrets Manager with KMS and IAM policies to centrally manage sensitive credentials and support automated secret rotation.
- Designed, deployed, and operated a highly available Jenkins platform on Amazon EKS using Helm, enabling scalable CI/CD workloads, automated upgrades, dynamic Kubernetes-based build agents, and standardized platform management through IaC.
- Reduced Windows EC2 instance readiness time by ~60% by building sysprepped windows AMIs with EC2 Image Builder, pre-installing required agents, patches, and baseline configurations.
- Automated fleet-wide EC2 shutdown across 150+ Auto Scaling Groups using Bash scripting and AWS CLI, programmatically suspending scaling processes to prevent unintended scale-out or instance refresh events; reduced maintenance window execution time from hours to minutes.
- Implemented cross-account Amazon ECR image distribution using IAM and repository policies, enabling secure and automated container image promotion between AWS accounts.
- Built Splunk/AWS Cloudwatch dashboards for proactive log analysis and root-cause investigation of production incidents.

ASRC Federal — U.S. Department of Agriculture

Site Reliability Engineer

Reston, VA

Nov 2020 – Jan 2023

- Accelerated AWS environment delivery from days to hours by replacing manual builds with version-controlled Terraform modules and automated workspace workflows to provision infrastructure for 100+ apps.
- Created a Groovy-based Jenkins automation script for Terraform Enterprise that automated workspace creation, version control configuration, and run initiation, reducing setup time from minutes to seconds for each workspace.
- Automated patching, configuration management, and remote administration across 100+ EC2 instances with AWS Systems Manager, reducing manual operational effort by ~40% and improving compliance across multiple environments.
- Managed Puppet manifests across 100+ servers to enforce configuration consistency, reduce drift, and cut manual administrative overhead by an estimated 30%.
- Troubleshoot and resolved production incidents across AWS, IIS, Tomcat, Apache, and application infrastructure, using logs, metrics, health checks, and request traces to identify issues beyond existing runbooks.

ASRC Federal — U.S. Department of Labor

Cloud Support Specialist

Reston, VA

Nov 2018 – Nov 2020

- Led a zero-downtime rightsizing initiative across EC2, RDS, and EBS volumes using Compute Optimizer recommendations and historical CloudWatch data sequencing changes for 350+ instances while maintaining multi-AZ coverage throughout, reducing annual AWS spend by ~\$400K (~50%) without impacting application availability.
- Orchestrated deployment and maintenance of AWS cloud production systems (EC2, S3, VPC, Security Groups, NACL, NAT Gateways), authoring Ansible playbooks to automate post-deployment VM configuration as well as patching and upgrades across 100+ EC2 instances ensuring consistency and eliminating manual provisioning steps while meeting availability, performance, and security SLAs.
- Monitored cloud environment health using AWS CloudWatch and SolarWinds; configured alert thresholds and escalation paths for proactive incident detection.

eRevival LLC

Systems Analyst

Columbia, MD

May 2017 – Nov 2018

- Deployed Windows and Linux VMs on Amazon EC2 and secured workloads using VPCs, NACLs, NAT Gateways, subnets, and security groups.
- Managed data archiving for HDD clearance certifications on Amazon S3, implementing object lifecycle policies to migrate aged data to Amazon Glacier and reduce storage costs.

AWARDS & ACCOMPLISHMENTS

- **Rockstar of the Year (2021)** — Recognized at ASRC Federal for leading successful migration of applications to AWS Cloud on the USDA FPAC/NRCS Cloud Migration project.
- **Rockstar of the Quarter — Q3 2021** — Awarded for automating infrastructure deployment with Terraform and training team members on IaC best practices for the USDA FPAC/NRCS project.
- **AWSGameDay 2022 — 3rd Place** — Represented ASRC Federal at the AWS GameDay event for Small Business Federal Partners hosted at Amazon HQ2, Arlington, VA.

EDUCATION

University of the Potomac

MBA — Concentration in Geospatial Intelligence | GPA: 3.5

Vienna, VA

April 2024

Stratford University

M.S. in Information Systems | GPA: 3.7

Falls Church, VA

March 2017

Gujarat Technological University

B.E. in Electronics & Communication | CGPA: 6.7

Gujarat, India

Feb 2015

PROJECTS

Serverless LLM Cache Gateway | AWS Lambda, API Gateway, DynamoDB, Bedrock, Terraform

- Built a serverless AWS proxy using Terraform to seamlessly translate OpenAI API requests into Amazon Bedrock calls. Engineered a DynamoDB caching layer that reduces repeat-query latency to <100ms and eliminates redundant LLM inference costs.