Mohammed Saaduddin Ansari

Principal Site Reliability Engineer | Reliability, Observability and Incident Response

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PROFESSIONAL SUMMARY

Principal Site Reliability Engineer with 11+ years keeping production platforms reliable on GCP, AWS and Azure, most recently for a platform serving millions of customer interactions at LivePerson. Built an AIOps pipeline on OpenTelemetry that groups 500+ daily alerts into actionable incidents, cutting on-call noise by 45% and MTTR by 50%, and AI agents for alert triage, incident investigation and runbooks with human approval before any action. Defines SLIs, SLOs and error budgets and designs for failure: 99.99% uptime on multi-region, multi-cloud infrastructure for a Fortune 500 client, and banking disaster recovery that cut RTO from 4 hours to under 20 minutes. Standardised Prometheus and Grafana monitoring at SAP Labs, cutting MTTR from 4 hours to 30 minutes, and mentors SRE and cloud teams.

CORE COMPETENCIES

Site Reliability Engineering • SLIs, SLOs and Error Budgets • Observability (OpenTelemetry, Prometheus) • Incident Response and RCA • AIOps and Alert Noise Reduction • High Availability and Disaster Recovery • Kubernetes in Production • Automation in Python, Go and Bash

WORK EXPERIENCE

LivePerson Jun 2025 - Nov 2026

Principal Site Reliability Engineer *Hyderabad | Remote*

- Built an AIOps pipeline on OpenTelemetry with ML anomaly detection and LLM-assisted incident response that groups 500+ daily alerts into actionable incidents, cutting on-call noise by 45% and MTTR by 50%
- Built AI agents for alert triage, incident investigation and runbook automation, with MCP servers for tool access, human approval before any action and evals on their output
- Connected LLMs to internal systems through the Anthropic, OpenAI and Gemini APIs using tool use, structured outputs and model routing between providers
- Standardised LLM-assisted Terraform generation and security review across the cloud engineering team, noticeably speeding up infrastructure delivery and reducing configuration drift
- Set multi-cloud governance and FinOps controls across AWS, GCP and Azure (tagging policies, reserved-instance planning, AI-assisted right-sizing) for a platform serving millions of customer interactions
- Led an internal developer platform on Backstage and Crossplane for 50+ engineers, giving service teams self-service infrastructure through templates
- Mentored a distributed team of 8 cloud engineers through architecture reviews, code reviews and pairing on complex changes

SADA (An Insight Company) May 2022 - May 2025

Cloud Architect *Hyderabad | Remote*

- Deployed AIOps incident management with ML anomaly detection and automated runbooks, reducing false alerts by 60% and mean time to detect from 15 minutes to under 3
- Architected multi-region, multi-cloud infrastructure on GCP and AWS for a Fortune 500 client, reaching 99.99% uptime
- Designed disaster recovery for a critical banking system, reducing RTO from 4 hours to under 20 minutes and RPO from 1 hour to under 5 minutes
- Led client migrations to GCP from on-premises, Azure and AWS, including 100+ on-premises applications, reducing infrastructure costs by about 35%
- Designed the migration strategy that moved 200+ applications to AWS for another SADA client
- Designed multi-cloud AWS and GCP environments and built new GCP foundations from scratch for clients of a Google Cloud partner
- Built an AWS landing zone that kept client environments aligned with SOC 2 and HIPAA controls
- Reduced client infrastructure costs by up to 40% through spend analysis, rightsizing and commitment-based discounts
- Made Terraform the standard for all new client projects, so every environment was built and changed as code
- Introduced LLM-assisted infrastructure workflows from 2023 for Terraform generation, security policy validation and PR review, speeding up delivery across 15+ client engagements

EPAM Systems Nov 2021 - May 2022

Lead DevOps Engineer *Hyderabad*

- Led a team of 6 engineers delivering multi-cloud solutions, completing 4 major engagements with no critical production incidents

- Built end-to-end release pipelines with GitHub Actions and ArgoCD, so configuration drift was detected and reverted automatically
- Owned application migration across a cross-cloud, multi-cluster Kubernetes environment
- Created a reusable Terraform module library used across 3 client engagements, cutting environment provisioning from days to under 30 minutes

SAP Labs Jan 2020 - Nov 2021
Sr DevOps Engineer *Hyderabad*

- Standardised monitoring with Prometheus and Grafana, reducing MTTR from 4 hours to 30 minutes
- Owned Kubernetes clusters on GCP as Product Owner, built with Terraform, moving SAP's product suite from on-premises to Google Cloud across 100+ internal environments
- Built CI/CD with Jenkins, Spinnaker and Ansible for 400+ VMs, cutting the deployment cycle from 2 weeks to under 4 hours with zero-downtime releases
- Broke monolithic applications into containerised microservices with Docker as part of the move to Kubernetes

Deloitte USI Oct 2017 - Jan 2020
DevOps Engineer *Hyderabad*

- Built Jenkins CI/CD pipelines supporting 50+ daily deployments with automated rollback
- Automated deployments with Terraform and Ansible for 10+ enterprise clients, cutting provisioning from 2 days to 30 minutes
- Led a team of 3 running monthly platform upgrades, and worked with engineering teams to fix recurring application issues
- Built VPC networks for test environments and managed GCP Cloud Storage access controls

Infosys Jun 2015 - Oct 2017
DevOps Engineer *Pune*

- Automated Linux system administration with Bash and Python, saving 30+ hours of manual work a week
- Worked with the release management team to automate releases and troubleshoot deployment failures
- Supported the migration of 20+ client applications from on-premises data centres to AWS

EDUCATION

B.Tech, Computer Science and Engineering (CGPA 8.4) *Muffakham Jah College of Engineering and Technology, Osmania University* 2015
Hyderabad

Microsoft Student Ambassador Head and intern (2014-2015); Logistics Head, Computer Society of India; IEEE member

ADDITIONAL INFORMATION

Availability: immediate joiner; open to relocation to the UAE, Saudi Arabia and Qatar
Languages: English and Urdu (fluent)

TECHNICAL SKILLS

Reliability engineering: SLIs, SLOs, error budgets, incident management, root cause analysis, postmortems, high availability, disaster recovery

Observability: Prometheus, Grafana, OpenTelemetry, Datadog, Dynatrace, ELK, CloudWatch, Google Cloud Monitoring

AIOps: ML anomaly detection, alert correlation, AI-assisted incident response and RCA, AI-generated runbooks and postmortems

Kubernetes and containers: Kubernetes (GKE, EKS, AKS), Docker, Helm, Istio, Cilium, Karpenter, Kasten K10

Cloud: GCP (GKE, Compute Engine, Cloud Storage, Pub/Sub, Cloud Build, Cloud SQL, Cloud Functions), AWS (EKS, EC2, VPC, IAM, Lambda, RDS, S3, Route 53, MSK), Azure (AKS, Entra ID)

Infrastructure as code: Terraform, OpenTofu, Crossplane, Pulumi, Ansible, Packer, CloudFormation

CI/CD and GitOps: GitHub Actions, GitLab CI, Jenkins, Spinnaker, Argo CD, Flux CD

Security and compliance: IAM, OPA/Gatekeeper, Kyverno, HashiCorp Vault, SOPS, Doppler, cloud secret managers, SOC 2, HIPAA

Operating systems and data: Linux administration, MySQL and PostgreSQL (working knowledge)

Languages: Python, Go, Bash