

# SONALI RAI

System Engineer | DevOps Engineer

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## PROFESSIONAL SUMMARY

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Results-driven System Engineer and DevOps professional with 3.5+ years of hands-on experience managing enterprise Linux infrastructure, AWS cloud environments, and Nutanix hyperconverged platforms. Proven expertise in CI/CD pipeline automation using Ansible and Jenkins, zero-downtime deployments, MySQL administration, infrastructure monitoring, and disaster recovery. Strong background in implementing DevOps best practices to improve system reliability, scalability, and delivery speed in production environments.

## TECHNICAL SKILLS

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**Operating Systems:** CentOS, Ubuntu, RHEL, Windows Server

**Cloud Platforms:** AWS (EC2, S3, RDS, IAM, ELB, VPC, CloudWatch, EBS, AMI, Route 53)

**DevOps & CI/CD:** Jenkins, Ansible, Git, CI/CD Pipelines, Infrastructure as Code (IaC)

**Virtualization:** Nutanix AHV, VMware (familiarity)

**Containerization:** Docker (familiarity), Kubernetes (exposure)

**Scripting & Automation:** Bash/Shell Scripting, Python (Basic)

**Application Servers:** JBoss EAP, WildFly, Apache Tomcat

**Databases:** MySQL (Master-Master Replication, Performance Tuning), MongoDB, ClickHouse

**Monitoring & Observability:** ELK Stack (Elasticsearch, Logstash, Kibana), Datadog, Site24x7, CloudWatch

**Networking & Security:** VPC, Subnets, Security Groups, IAM, SSL/TLS, System Hardening, Firewall Rules

**Load Balancing & DR:** AWS ELB, Citrix Load Balancer, Disaster Recovery Setup

**Version Control:** Git, GitHub

## PROFESSIONAL EXPERIENCE

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**System Engineer / DevOps Engineer** | ValueFirst, A Twilio Company — Gurugram, Haryana Sept 2022 – Present

### Linux Infrastructure & System Administration

- Administered and optimized Linux-based infrastructure (CentOS, Ubuntu) serving high-availability production workloads, maintaining 99.9%+ uptime SLAs.
- Implemented system hardening policies across all server fleets including patching, user access controls, and security benchmarks (CIS).
- Managed and troubleshooted issues across multi-tier Linux environments including JBoss, WildFly, Tomcat, MySQL, MongoDB, and ClickHouse.

### DevOps, CI/CD & Automation

- Designed and maintained CI/CD pipelines using Jenkins and Ansible, eliminating manual release steps and reducing deployment time by ~60%.
- Automated weekly production releases on JBoss and WildFly application servers with zero downtime using rolling deployment strategies.
- Led migration of application stack from Apache Tomcat to WildFly, improving performance, stability, and maintainability in production.
- Developed Bash and Shell scripts to automate routine tasks: AMI snapshots, backup jobs, log rotation, and health checks.

### AWS Cloud Engineering

- Provisioned and managed EC2 instances, EBS volumes, security groups, and Elastic IPs for cloud migration and scaling projects.

- Architected VPCs with public/private subnets, route tables, internet gateways, NAT gateways, and VPC peering for secure multi-tier environments.
- Enforced least-privilege access through IAM roles, users, groups, and policies across all AWS accounts.
- Automated AMI creation and EBS snapshot lifecycle policies using AWS CLI and Bash scripts for backup and disaster recovery.
- Configured AWS ELB (Application and Network Load Balancers) for high availability and traffic distribution.
- Managed S3 buckets for backup, archival, and static asset storage with appropriate lifecycle and access policies.
- Implemented CloudWatch dashboards, metric alarms, and log groups for proactive performance monitoring and incident alerting.
- Administered RDS (MySQL) instances including backups, Multi-AZ failover, parameter tuning, and query optimization.
- Maintained three-tier architecture (Web / Application / Database) on AWS ensuring scalability and fault tolerance.

### Database Administration

- Administered MySQL databases in Master–Master replication topology, handling failover, performance tuning, and scheduled backups.
- Managed and optimized MongoDB and ClickHouse instances for high-throughput messaging and analytics workloads.

### Monitoring, DR & Operations

- Implemented and maintained DR server infrastructure on AWS, ensuring RTO/RPO targets were met for critical services.
- Monitored system health and application performance using Datadog, ELK Stack, Site24x7, and Citrix Load Balancer dashboards.
- Managed QoS, uptime SLAs, and backup optimization for ValueFirst voice and messaging services (VOICE & Infinito platforms).

## EDUCATION

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### B.Tech — Computer Science & Engineering

2018 – 2022

APJ Abdul Kalam Technical University

### 12th — CBSE | 10th — CBSE

Children Senior Secondary School, Azamgarh

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

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- Continuously upskilling in Kubernetes, Terraform, and Docker containerization

## KEY ACHIEVEMENTS

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- Reduced deployment time by automating CI/CD pipelines with Jenkins + Ansible, eliminating all manual release steps for weekly releases.
- Led successful zero-downtime migration from Apache Tomcat to WildFly for production services serving thousands of daily users.
- Designed and deployed AWS three-tier architecture enabling high availability and disaster recovery across critical business services.
- Maintained 99.9%+ uptime SLAs across Linux-based production infrastructure for ValueFirst VOICE and Infinito platforms.