

KARTIK PATEL

SITE RELIABILITY ENGINEER / CLOUD & DEVOPS / OBSERVABILITY & AIOPS

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PROFILE

Cloud and reliability engineer with 2.5+ years running production infrastructure across AWS, Azure and on-prem (Proxmox), covering 1,500+ servers, applications and services. Technical lead and architect of AIONIQ, Parkar Digital's self-hosted observability and AI governance platform, deployed across 8+ organizations in IT services, healthcare and manufacturing. Built Vera, an agentic AI RCA system that finds root cause in 6–10 minutes, and cut incident detection from ~4 hours to under 15 minutes. 5x AWS Certified; intern to SE-II in 27 months.

TECHNICAL SKILLS

Cloud & FinOps: AWS (VPC, ALB, EC2, ECS, RDS, Lambda, Auto Scaling, IAM Identity Center, Secrets Manager, Parameter Store), Azure, Proxmox, OptScale

IaC, CI/CD & Containers: Terraform, Ansible, Python, Bash, GitHub Actions, Docker, Kubernetes

Observability & SRE: Zabbix, Grafana, Datadog, CloudWatch, Azure Monitor, OpenLIT, SLI/SLO, RCA

AI / AIOps: Agentic AI, MCP, RAG, Qdrant, OpenAI GPT-4.1, Phi-3

Networking & Security: VPC design, load balancers, Cloudflare, Linux hardening, IAM, SSO/MFA/RBAC

PROFESSIONAL EXPERIENCE

Parkar Digital | Ahmedabad, Gujarat

Feb 2024 – Present

Promoted from intern to SE-II in 27 months

Cloud/IT Operations Engineer (SE-II)

May 2026 – Present

- **Technical lead and architect of AIONIQ (aioniq.si)**, Parkar's self-hosted platform for infrastructure observability, AI agent governance and browser-level DLP, deployed across 8+ organizations in IT services, healthcare and manufacturing; lead a 4-engineer team and partner with the CPO on product architecture.
- **Built Vera**, an agentic AI RCA system (Python, MCP, GPT-4.1, Phi-3, Qdrant, custom agent memory) that pinpoints root cause within 6–10 minutes of an alert, down from several hours, and auto-applies fixes within permission-scoped guardrails.
- **Architected a single-tenant**, fully isolated deployment model (dedicated database, backend and frontend per customer, SSO/MFA/RBAC) and an AI governance control plane that enforces policy, budgets and PII redaction on every LLM and MCP call.
- **Designed a dual-format release pipeline** (Debian packages and Docker images, built with GitHub Actions) distributed through a self-service portal, taking customers from download to production in ~2 days; standardized Linux configuration with Ansible.
- **Cut a client's monthly cloud spend ~13%** (~\$200/month) by deploying the OptScale FinOps platform on self-hosted Kubernetes across 3 AWS and 1 Azure account, removing unused Elastic IPs and orphaned storage and right-sizing EC2 and RDS.
- **Implemented Datadog dashboards and alerting for a client**, then onboarded them to AIONIQ, which they now run alongside Datadog.
- **Mentor a 4-engineer team** and have trained 15+ interns in cloud operations and automation; currently training 3 more.

Cloud/IT Operations Engineer (SE-I)

May 2024 – Apr 2026

- **Cut incident detection time from ~4 hours** to under 15 minutes (now a formal 15-minute SLA) by building a Zabbix + Grafana observability stack covering 1,500+ servers, applications and services, with correlated alerting to cut noise.
- **Saved 15–20 engineering hours/week** by automating dev and prod infrastructure provisioning across AWS, Proxmox and Azure with Terraform and Python.
- **Defined SLIs/SLOs and incident runbooks** integrated into escalation workflows, and hardened Linux and IAM baselines across AWS and Azure.

Cloud Operations Intern

Feb 2024 – Apr 2024

Converted to full-time after 2 months

- **Sole engineer on the end-to-end redesign** of a US hospitality client's legacy AWS architecture (VPC, ALB, Lambda, Auto Scaling Groups), reducing downtime and resolving the main client-reported performance issues.
- **Centralized multi-account access** with AWS IAM Identity Center (SSO) and permission sets, and set up end-to-end monitoring for the new architecture.

PROJECTS

CloudForge (cloudforge.com) | Co-Founder / Platform Owner

2025 – Present

- **Built a free cloud-certification practice platform** (AWS, Azure, GCP) used by ~500 active learners; own platform and infrastructure end to end while a co-founder owns content.
- **Eliminated hosting costs entirely** by migrating from AWS ECS, RDS, Parameter Store and Secrets Manager to a self-managed VPS, keeping the platform free for learners.
- **Run APM-level monitoring with Zabbix**, Cloudflare for DNS, tunnels and routing, and automated deployments with GitHub Actions.

EDUCATION

Gujarat Technological University | B.E., Information Technology

2020 – 2024

CERTIFICATIONS

5x AWS Certified • Verify: credly.com/users/kartik-patel.6335d934

AWS Certified Solutions Architect – Associate | Valid through Sep 2028

AWS Certified CloudOps Engineer – Associate | Valid through Apr 2029

AWS Certified Developer – Associate | Valid through Jun 2029

AWS Certified AI Practitioner | Valid through Sep 2028

AWS Certified Cloud Practitioner | Valid through Jun 2029

AWARDS

Big Guns Team Award, Parkar Digital • 2025, 2026

Recognized two years running for automation and tooling that cut manual effort and raised productivity across teams.