Vivek Pillai

vivekpillai03@gmail.com | +91 9662590709

EDUCATION

GUJARAT TECHNOLOGICAL UNIVERSITY
B.E. in Computer Engineering
Grad. June 2025 | Ahmedabad, India

LINKS

GitHub:// **github.com/vivek**
LinkedIn:// **in/vivekpillai**
Portfolio:// **vivek-pillai.com**

CERTIFICATIONS

AWS Solutions Architect
Associate
AWS Cloud Practitioner
Databricks Data Engineer
Associate
SQL for Data Science
Python & Pandas for Data Engineering

SKILLS

CLOUD & INFRA
AWS (EC2, S3, VPC, IAM)
Azure • Linux Admin
Proxmox • Terraform

OBSERVABILITY
Zabbix • Grafana
CloudWatch • SLO/SLI/SLA

AUTOMATION
Python • Bash • Ansible
CI/CD Pipelines • Git

DATA & DEV
Databricks • SQL
Azure Data Factory • Flask

LANGUAGES
English • Hindi • Tamil
Gujarati

AWARDS

BIG GUNS Team Award
Parkar Digital — Recognized for outstanding reliability engineering contribution.

SUMMARY

Platform Operations Engineer with hands-on experience in **AWS cloud infrastructure, Linux administration, and observability engineering**, actively transitioning into a **Site Reliability Engineer (SRE)** role. Proven track record of reducing incident detection time by **40%**, cutting unplanned downtime by **35%**, and eliminating **80% of manual deployment operations** through Ansible-based automation. Skilled at designing monitoring frameworks (Zabbix, Grafana), defining SLO/SLI targets, and building runbooks that improve team response consistency. AWS Solutions Architect Associate and Databricks Data Engineer certified. Committed to engineering systems that are observable, self-healing, and built to scale.

EXPERIENCE

PARKAR DIGITAL | Platform Operations Engineer
April 2025 – Present | Ahmedabad, India

- Implemented comprehensive monitoring across cloud environments using **Zabbix and Grafana**, achieving **40% faster incident detection** and resolution.
- Designed and deployed automated health checks and performance dashboards, reducing **unplanned downtime by 35%** and improving SLA compliance.
- Developed automated deployment and configuration management workflows, improving **operational efficiency by 50%** and reducing manual toil.
- Led critical incident resolution processes, maintained SLA targets, and documented post-incident learnings for continuous improvement.
- Authored comprehensive runbooks and operational procedures, reducing **engineer onboarding time** and enabling team scalability.
- Partnered with development teams to embed reliability best practices, bridging the gap between deployment velocity and operational stability.

PARKAR DIGITAL | Platform Operations Intern
January 2025 – April 2025 | Ahmedabad, India

- Gained hands-on experience with core AWS services (EC2, S3, VPC, IAM); achieved **AWS Cloud Practitioner** certification during internship.
- Configured and deployed **Zabbix** monitoring for Linux servers with custom dashboards and proactive alert mechanisms.
- Built **Grafana** dashboards for real-time infrastructure metrics visualization and trend analysis for development teams.
- Managed Linux servers: user management, service configuration, log analysis, and performance optimization.

PROJECTS

ANSIBLE LINUX AUTOMATION FRAMEWORK | Final Year Project
Designed and implemented an Ansible-based server automation framework that reduced manual deployment operations by **80%**. Covered configuration management, service orchestration, and compliance enforcement across Linux environments.

INFRASTRUCTURE OBSERVABILITY STACK | Parkar Digital
Built end-to-end observability pipeline using Zabbix for metric collection and Grafana for visualization. Enabled proactive alerting, SLO tracking, and real-time system health visibility across hybrid cloud environments.