

VEERA MADDULA

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LinkedIn | GitHub | Portfolio

PROFESSIONAL SUMMARY

AWS Solutions Architect and Site Reliability Engineer with 4+ years of experience designing, deploying, and operating large-scale cloud infrastructure on AWS. Skilled in architecting resilient, cost-effective solutions using Terraform, CloudFormation, and AWS CDK, with hands-on expertise in containerisation (Docker, ECS, EKS) and CI/CD automation. Proven track record building observability platforms with Grafana, Prometheus, Splunk, and AppDynamics to maintain SLOs across globally distributed systems. Experienced in mentoring engineers, leading incident response, and translating business requirements into scalable cloud architectures. AWS Certified Solutions Architect with an M.Sc. in Computing from SETU Waterford, Ireland.

TECHNICAL SKILLS

Cloud: AWS (EC2, ECS, EKS, S3, RDS, Route 53, IAM, Auto Scaling, CloudFormation, CloudWatch, AWS Well-Architected Framework); Azure and GCP (basic).

Containers and IaC: Docker, Kubernetes (EKS / GKE), ECS, Terraform, Ansible, AWS CDK.

CI/CD and Scripting: Jenkins, GitHub Actions, Git / GitHub, Maven, Python, Bash.

Monitoring and Observability: Prometheus, Grafana, CloudWatch, Splunk, AppDynamics, ELK Stack, Zenoss, Pingdom, OpsRamp.

Systems and SRE: Linux (Ubuntu, CentOS, RHEL), TCP/IP, DNS, VPC, incident management, SLO maintenance, runbooks.

EXPERIENCE

SRE and Cloud Support Engineer | NetEnrich Technologies (Client: Disney Interactive)

Jan 2020 – Sep 2023

Supported large-scale AWS production systems for Disney Interactive, handling application deployments, monitoring, and incident response for globally distributed e-commerce and digital services platforms. Improved release velocity and reliability through automation with Ansible and Terraform, CI/CD enhancements, and observability built on CloudWatch, ELK, Grafana, and AppDynamics.

- Supported four large-scale Disney e-commerce platforms across EU, US, Japan, and APAC regions on AWS, ensuring high availability and performance for globally distributed infrastructure.
- Performed pre-scale capacity checks ahead of major events (Black Friday, holiday sales), validating Auto Scaling, load balancers, and CDN caching to handle traffic surges without customer impact.
- Managed deployments and troubleshooting across microservices (payment, catalogue, cart, web), coordinating multi-region releases with minimal downtime.
- Designed and operated AWS architectures focused on high availability, scalability, performance efficiency, security, cost optimisation, and operational excellence.
- Built monitoring and observability using CloudWatch, Splunk, Grafana, ELK, and AppDynamics, designing dashboards, alerts, and health checks to maintain platform SLOs.
- Optimised costs and identified security risks through AWS Config and Trusted Advisor audits, recommending improvements adopted across multiple accounts.
- Deployed and managed containerised workloads via ECS and EKS (Docker); automated infrastructure provisioning with Terraform and Ansible, reducing configuration drift.
- Monitored Kubernetes clusters; troubleshooted issues at node, pod, and container level across production workloads.
- Configured Stackdriver and Pingdom for external uptime monitoring and synthetic checks across regional storefronts, enabling early detection of latency spikes and service degradation before customer impact.
- Led incident troubleshooting during on-call rotations, performing root cause analysis and collaborating cross-functionally; reduced average incident resolution time by approximately 25%.
- Trained new team members on monitoring tools, escalation procedures, and operational best practices; led the Rescue Rangers incident response team for critical escalations.

Project highlight – Resolution Intelligence Cloud Infrastructure and Operations Support (Role: CloudOps Engineer)

- Provided comprehensive AWS cloud infrastructure support, resolving user-raised incidents related to networking, EC2, S3, IAM, load balancers, DNS, EKS nodes, ECS, ECR, RDS, EBS, and snapshots.
- Built Docker images, pushed them to the registry, and deployed to Kubernetes through Jenkins pipelines.
- Supported configuration management and the incident and change management team across production environments.
- Helped implement cloud resource management best practices and provided technical guidance to maintain high availability and reliability across applications.
- Monitored AWS accounts for outdated Linux servers, performing upgrades and troubleshooting to maintain up-to-date infrastructure.

- Delivered primary system administration, configuration, and performance troubleshooting for Linux and Kubernetes environments.

Technical Operations Engineer | TechWing, Rajahmundry, India

Oct 2023 – Jun 2024

- Managed AWS cloud infrastructure and Linux servers for EdTech platforms, supporting CI/CD deployments across dev, staging, and production environments.
- Performed Linux administration including user management, system configuration, patching, log analysis, and security hardening.
- Implemented monitoring and alerting with CloudWatch, Grafana, and ELK, enabling faster incident detection and reducing mean time to resolution.
- Developed runbooks and operational documentation for incident response, deployments, and system maintenance procedures.
- Designed cloud operational workflows including access management, ticket handling, and escalation procedures to streamline operations.
- Set up and maintained GitHub Actions workflows for automated testing, build validation, and deployment pipelines, improving release speed and reducing manual intervention in the CI/CD process.
- Applied security best practices by configuring IAM policies, VPCs, and Security Groups to ensure cloud resource safety.
- Collaborated with engineering and product teams to implement DevOps best practices and improve overall infrastructure reliability.

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate, Amazon Web Services, 2024
- AWS Certified Cloud Practitioner, Amazon Web Services, 2024
- Red Hat Certified System Administrator (RHCSA)

EDUCATION

M.Sc. in Computing – Information Systems Processes (NFQ Level 9)

Sep 2024 – Oct 2025

South East Technological University (SETU), Waterford, Ireland

B.Tech. in Electrical and Electronics Engineering (NFQ Level 8 Equivalent)

May 2018 – May 2021

Aditya University, Surampalem, India

PROJECTS

Full-Stack Movie Review Application

github.com/VeeraMaddula

Architected and developed a secure movie review application integrating the TMDB API, with a React 18 (TypeScript) frontend, Node.js / Express API layer, and MySQL persistence. Implemented JWT-based authentication, bcrypt password hashing, and protected routes. Provisioned and deployed infrastructure on AWS using AWS CDK, including API Gateway, Cognito, S3, and IAM.