

# RAJASEKHAR GUNDALA

+91-7095247394 | itsraj@outlook.com

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## Professional Summary

Strategic **Observability Architect** with **18+ years** of experience in high-availability infrastructure. Specialist in building secure, self-healing monitoring ecosystems using **GitHub as the single source of truth**. Expert in **OpenTelemetry (OTel)** instrumentation and high-performance telemetry backends including **VictoriaMetrics, ELK, and ClickHouse**. Proven track record in securing observability data using **PKI (Smallstep, Caddy)** and automating **TLS infrastructure**. Expert at transforming fragmented data into unified **Grafana** platforms that reduce incident resolution time (MTTR) by 45%. Pioneer in **Private AIOps**, leveraging local LLMs (**Ollama**) to analyse telemetry without data egress. Expert in bridging the gap between legacy **IIS/Windows** environments and modern **K8s** microservices using **OpenTelemetry, Ansible, and Pulumi YAML**.

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## Core Competencies

- **Observability Stack:** OpenTelemetry (OTel), VictoriaMetrics, ClickHouse, GreptimeDB, ELK Stack, Prometheus (Remote Write), Grafana.
  - **AIOps & ML:** Ollama, Llama3, Private LLM Integration, AI-Driven Root Cause Analysis (RCA).
  - **IaC & GitOps:** Pulumi (YAML), Terraform, GitHub Actions, GitOps Workflows.
  - **Automation:** Ansible (Windows & Linux), PowerShell, Bash, Python.
  - **Security/Network:** Caddy (SSL Automation), Smallstep CA (Private PKI), mTLS, Cloudflare DNS, AWS Route DNS.
  - **Development:** Astro, Node.js, JavaScript/TypeScript, REST APIs.
  - **Legacy Systems:** Windows Server (2008-2022), IIS Tuning, Active Directory, SharePoint (2007-2016).
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## Professional Experience

**Wipro** | *Consultant (Observability & AI Ops)* | **Nov 2025 – Present**

- **Architected a Unified Observability Platform:** Designed a multi-cloud ecosystem using **OpenTelemetry** and **ELK**, resulting in a 45% improvement in MTTR and 99.99% uptime.
- **LLM (Ollama):** Integrated LLM's to analyse **OTel** traces, reducing manual triage time by 70%.

## Foundever | *Observability Architect* | Jul 2021 – Nov 2025

- **AI-Driven Infrastructure:** Architected **Ollama-based** agents to analyse **OTel** traces, reducing manual triage time by 70%.
- **GitOps Execution:** Defined multi-cloud monitoring backends using **Pulumi YAML**, ensuring all infra changes are peer-reviewed in GitHub.
- **Global Automation:** Deployed **OTel Collectors** across hybrid fleets (Windows/Linux) using **Ansible** and **GitHub Actions**.
- **Modernization:** Transitioned legacy monitoring to a unified **OTel** stack, scaling **VictoriaMetrics** to handle millions of active time-series.
- **Zero-Trust PKI:** Automated internal certificate lifecycles for telemetry data using **Smallstep CA** and **Caddy**.
- **Custom Tooling:** Built **Astro** (Node.js) middleware to bridge **OTel** data with internal alerting systems.

## Sykes Enterprises | *Sr. Infrastructure & Monitoring Engineer* | Jun 2013 – Jul 2021

- **Monitoring Evolution:** Led the transition from legacy **Nagios** to a modern **Prometheus + Grafana** stack.
- **Infrastructure Automation:** Replaced manual Windows/IIS maintenance with automated **Ansible** roles, managing 500+ servers.
- **Legacy Support:** Optimized mission-critical IIS performance and automated Active Directory management via PowerShell.
- **Disaster Recovery:** Managed backup and DR plans for Windows Server and VMware infrastructure, ensuring 99.99% data availability.

## Novozymes South Asia | *Senior Engineer* | Sep 2010 – Jun 2013

- **SharePoint Expert:** Led migrations from **SharePoint 2007 to 2010** and specialized in **IIS 7.x** performance tuning.
- **Workflow Automation:** Designed and implemented repeatable deployment workflows using **SPD 2007 / 2010**, significantly reducing human error during high-frequency release cycles.
- **Platform Optimization:** Spearheaded a performance tuning project for **PHP/Laravel** and **.NET** applications on IIS, resulting in a 90% improvement in server response times.
- **Security Hardening:** Led a server-hardening initiative across the Windows estate, implementing secure baselines and automated patching cycles to mitigate vulnerability.

## CMC Limited | *IT Engineer* | Sep 2006 – Aug 2010

- **Foundation:** Managed **Active Directory**, **IIS Support**, **DNS**, and **DMS** (WSS3.0, MOSS 2007) for enterprise clients.
- **Modernization:** Supported the migration and upgrade of legacy Windows/IIS environments, ensuring minimal downtime for critical business units.

## Technical Portfolio: The Secure Metrics & Visualization Layer

### Project: Self-Healing Private AIOps Dashboard

- **The Solution:** Developed an **Astro (Node.js)** dashboard that fetches real-time OTel data from backend systems.
- **AI Integration:** Integrated **Ollama (Llama3)** to provide automated root-cause analysis for system failures, keeping sensitive telemetry data local and secure.
- **Remediation:** Built a closed-loop system where AI-suggested fixes trigger **Ansible** playbooks via **GitHub Actions** to remediate **IIS** and **Kubernetes** issues.

### Project: Enterprise Metrics Consolidation

- **The Challenge:** Scaling Prometheus to handle millions of active series across multiple AKS clusters while maintaining high performance.
- **The Solution:** Implemented **VictoriaMetrics** for its horizontal scalability and low resource footprint. Used **Grafana** as the visualization layer to provide a "Single Pane of Glass."
- **Security Implementation:**
  - Used **Smallstep CA** to issue internal certificates for all VictoriaMetrics cluster nodes.
  - Deployed **Caddy** as a reverse proxy for Grafana, enabling automatic HTTPS and OIDC integration with Microsoft Entra ID.
  - Ensured all **OTel Collectors** utilized encrypted OTLP exports.

### Project: Automated DevSecOps Observability

- **Implementation:** Embedded **Trivy** and **Aqua Security** into the monitoring agent rollout.
- **Result:** 60% reduction in production vulnerabilities and zero post-migration CVEs for 50+ enterprise applications.

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## Education

- **Master of Technology:** Electrical Engineering (Control & Instrumentation) | MNNIT, Allahabad.
- **Bachelor of Technology:** Electronics & Instrumentation Engineering | Acharya Nagarjuna University.