

NAMIT TIWARI

Principal Engineer – Infrastructure Platform | SRE | DevOps | AIOps | Cloud Automation

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Gurugram | Open to Relocation

Infrastructure platform leader with 8+ years building resilient, automated systems across BFSI, e-commerce (Meesho – 300+ services, 13T+ datapoints/day), and travel-tech (Traveloka). Currently DVP – SRE at Kotak Mahindra Bank, hand-picked by the CTO to lead Mobile Banking 2.0 infrastructure overhaul. Collapsed 3-month infra SLAs to 1 week, saved Rs.7Cr/year on service mesh migration, cut DR RTO from 70 to 20 minutes. Pioneering AI-driven operations – built Helios AIOps platform (MCP + LLM for automated RCA) and AI-powered vulnerability remediation. Fluent in Claude Code with optimized token usage. Managed teams of up to 8 engineers. Targeting Principal / Staff / Architect roles.

Rs.7 Cr/yr Service Mesh Savings	3mo → 1wk Infra SLA Reduction	70 → 20 min DR RTO Improvement
Rs.25L/mo Cloud Cost Savings (25%)	300+ Services K8s Migration at Meesho	Hrs → Min Incident RCA via AIOps

PROFESSIONAL EXPERIENCE

Deputy Vice President – SRE / DevOps · Kotak Mahindra Bank Mar 2024 – Present

Leading platform modernization for India's leading private bank. Managing up to 8 engineers. Hand-picked by CTO for highest-priority digital transformation.

- Platform Engineering & Infrastructure Modernization
 - First DevOps hire in Retail Assets team. Designed reusable Terraform modules, standardized naming, tagging, and directory structure from scratch. Collapsed infra provisioning SLA from 3 months to 1 week, unblocking all digital onboarding journeys (PL, HL, BL, CC) for production launch within 9 months.
 - Architected and led Tetrade → self-managed Istio migration across 7 production EKS clusters + dev/UAT/DR. Built team of 4 engineers, obtained ARB approval, executed with zero downtime. Rs.7 Cr/year savings, complete vendor independence.
 - Refactored monolithic 800-line EKS Terraform into modular architecture (CP, Worker Nodes, Add-ons). Standardized upgrade cycles and democratized cluster management across entire DevOps team – upgrades became BAU for any engineer.
 - Built audit-compliant CI/CD pipelines for RBI-regulated infrastructure. Optimized cloud costs by 25% (Rs.25L/month) via RI planning, right-sizing, and automation.
- AIOps, AI Adoption & Intelligent Automation
 - Built Helios – an AIOps platform connecting MCP servers for PagerDuty (incidents), OpenSearch (logs), and Mimir (metrics). On incident trigger, extracts +/-10 min telemetry window and generates automated RCA via LLM integration. Reduced incident resolution from hours to minutes. In pre-prod, awaiting ARB sign-off.
 - Designed AI-powered VACA dashboard integrating Prisma Cloud with Kotak AI (Anthropic/Claude). Proactive vulnerability discovery, auto-creates JIRA tickets, posts AI-generated customized remediation steps for developers – eliminated 3-month Prisma report wait cycles.
 - Fluent in Claude Code for infrastructure automation and development workflows. Optimized token usage patterns for cost-effective enterprise AI integration.
- SRE, DR & Incident Management
 - Re-architected disaster recovery with automated Kubernetes failover, cutting RTO from 70 to 20 minutes. Managed hybrid AWS to on-premises connectivity for mixed banking infrastructure.
 - Implemented PagerDuty org-wide with standardized escalation policies and on-call workflows. Defined incident management lifecycle, RCA tracking, and post-mortem culture.

Lead SRE / DevSecOps · Meesho Jun 2023 – Mar 2024

- Led SRE and DevSecOps for one of India's fastest-growing e-commerce platforms. Designed WAF/firewall rules using Cloudflare and Akamai to block high-volume attacks.
- Lead DevOps Engineer · Meesho Feb 2022 – Nov 2023
- Built platform engineering practice from scratch. Migrated 300+ services to Kubernetes with auto-healing, self-service infra via Helm and CI/CD. Led observability transformation – VictoriaMetrics handling 13T+ datapoints/day.

DevOps Engineer II • Meesho

Apr 2021 – Jan 2022

- Introduced org-wide change management automation for production infra. Implemented audit logging, release validation gates, and rollback-aware CI/CD.

DevOps Engineer • Traveloka

Apr 2019 – Apr 2021

- AWS multi-account strategy with zero-downtime migration. Reduced infra costs by 55% via RI planning, EC2 → ECS migration, and auto-scaling. IaC rollout across regional teams.

DevOps Engineer • Algorythma (Swoo)

Aug 2018 – Apr 2019

- Scalable infra for real-time gaming and media streaming. Monitoring with Prometheus + Grafana. Automated backup and scheduling workflows.

TECHNICAL EXPERTISE

Cloud & Hybrid	AWS (EKS, ECS, EC2, IAM, VPC, CloudWatch, Route53), GCP (GKE), Hybrid AWS to On-Prem
Kubernetes & Mesh	EKS, GKE, Self-Managed Istio, Kong Gateway (Dual External/Internal), Helm, ArgoCD
Platform & IaC	Terraform (Modular Reusable Modules), Ansible, CI/CD (Jenkins, Azure DevOps, ArgoCD)
Observability	Prometheus, Grafana, VictoriaMetrics (13T+ dp/day), OpenSearch, Mimir, PagerDuty, AppDynamics, Jaeger, Kiali
Security	Prisma Cloud, WAF (Cloudflare, Akamai), mTLS (AWS PCA), DevSecOps, Audit-Compliant Pipelines
AIOps & AI	Helios (MCP + LLM), AI-VACA Dashboard, Claude Code (Fluent, Token-Optimized), Kotak AI/Anthropic, n8n (Cloud + Self-Hosted), LangGraph
Leadership	Team Management (8 Engineers), ARB Presentations, CTO-Level Stakeholder Management, Mentoring Junior Engineers

AI ADOPTION & SIDE PROJECTS

- Helios AIOps Platform – MCP-connected incident intelligence system with LLM-driven RCA generation (PagerDuty + OpenSearch + Mimir integration).
- AI-Powered VACA Framework – Proactive vulnerability detection and remediation pipeline with Claude/Anthropic backend and auto-ticketing.
- n8n AI Workflow Automations – Building client-facing AI automation workflows on both cloud and self-hosted n8n instances for enterprise use cases.
- AI Video Content Engine – Multi-agent LangGraph pipeline for automated YouTube content generation (Hinglish, faceless format with HeyGen AI avatar).
- LangGraph Solutions – Actively building multi-agent AI solutions for infrastructure automation, observability intelligence, and workflow orchestration.
- Digital Platform Team Hub – Next.js / TypeScript / SQLite internal tool for team operations and project tracking.
- Active builder with Claude Code (fluent, token-optimized), Cursor, and AI-assisted development workflows.

EDUCATION

Bachelor of Engineering – Computer Science

R.V. College of Engineering, Bengaluru | 2014 – 2018

AWARDS

- Star Performer / MVP Award + Top Performer 2 consecutive years – Kotak Mahindra Bank
- Act As An Owner Award – Meesho | Cost Reduction Superhero Award – Traveloka