

DHRUV CHAVDA

Senior DevOps Engineer

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ABOUT ME

CKA- and ICA-certified DevOps/SRE Engineer with 4+ years of experience building secure, automated, and AI-ready Kubernetes platforms across cloud environments. Specialized in scaling infrastructure from 0 to 1 and hardening it for growth, with deep expertise in Platform Security, CI/CD automation, Istio, Kubernetes Operators, Observability, Production Incident handling, and Cost Optimization.

EXPERIENCE

Senior DevOps Engineer

ZZAZZ AI

Feb 2025 - Present

Kubernetes Architecture & Observability

- Owned and architected secure Kubernetes platform architecture from scratch across 2 environments, supporting ~150 microservices and serving ~15K RPS per cluster; introduced RBAC, network policies, namespace isolation, and multi-region clusters for GDPR compliance and release safety.
- Drove an OSS-first platform strategy over vendor tooling across observability, CI/CD, certificate management, and orchestration; adopted Helm, cert-manager, Kubernetes Operators, and the LGTM stack, cutting licensing costs and avoiding vendor lock-in.
- Built the platform-wide observability stack from the ground up using Prometheus, Grafana, Alertmanager, and Loki; delivered team-specific alerting and dashboards covering nodes, pods, workloads, compute, and networking.
- Standardized deployment patterns for 150+ services with reusable Helm templates, reducing setup overhead and powering scalable self-service delivery.

Self-Hosted GitLab & CI/CD at Scale

- Established and operationalized self-hosted GitLab for 50+ users, ~300 projects, and 20k+ pipeline runs per month; transferred 250+ repositories from Bitbucket with zero data loss and added DR automation with RPO ~24h, RTO ~1h.
- Streamlined CI/CD on Kubernetes-based runners, cutting container image build times by 60-70%, adding GitLeaks security scans, and introducing deployment guardrails such as central kill switches for safer releases.

ZTNA & Infrastructure Security

- Architected centralized identity and access management by rolling out SSO and SCIM across 45+ tools and applications, standardizing authentication and automating user lifecycle management organization-wide.
- Strengthened platform access controls by rolling out Cloudflare ZTNA across 500+ droplets, onboarding staging and production services behind private-network access patterns.
- Enabled safer developer access by adding Cloudflared + ZTNA authenticated test endpoints for Kubernetes services and rolling out Cloudflare Warp for 35+ developers and contractors.
- Unified multi-cloud operations across DigitalOcean, AWS, and Cloudflare with OAuth-enabled tooling and resource tagging for governance and cost accountability.

Argus: AI Ops Chatbot

- Developed Argus, an internal AI Ops chatbot on Kubernetes, Prometheus, and Grafana MCP servers, reducing MTTR by 75% and unlocking self-serve cluster debugging.
- Launched an admin dashboard for chatbot monitoring, token cost analytics, and usage insights.

Cloudflare DNS & Workers

- Simplified ingress and edge routing with dynamic DNS allocation and a single shared load balancer, eliminating 60+ load balancers and enabling faster, standardized ingress creation.
- Transitioned 15+ frontend services to Cloudflare Workers and Pages, strengthening edge delivery and standardizing end-to-end CI/CD automation for frontend releases.

Also served as a 24x7 on-call engineer across cloud, platform, and infrastructure, supporting developer enablement, production incident response, and end-to-end platform ownership.

EDUCATION

B.Tech in ICT: 8.31 CGPA

Dhirubhai Ambani Institute of Information and Communication Technology

2018 - 2022 Gandhinagar, India

STRENGTHS

- Kubernetes Platform Architecture
- Service Mesh & Traffic Management
- Observability & Incident Response
- Zero-Trust Security & Access Control
- End-to-End Ownership & On-Call Leadership
- Cross-Team Enablement & Collaboration
- Infrastructure Cost Optimization
- Technical Mentorship & Knowledge Sharing

TECHNICAL SKILLS

- Cloud & Platforms:** AWS, DigitalOcean, Cloudflare
- Containers & Orchestration:** Kubernetes, Docker, Istio (service mesh)
- Programming:** Python, Bash
- Infrastructure as Code:** AWS CloudFormation, Helm, Terraform*
- CI/CD:** GitLab Pipelines, Jenkins*, GitLeaks
- Monitoring & Logging:** Prometheus, Grafana, Loki, Alertmanager, Datadog*, Sumo Logic
- Security & Networking:** Cloudflare ZTNA & Warp, Infisical (secret management), DNS, OAuth, RBAC
- Tooling:** Git, WordPress, Jira, Slack Workflows, Airflow, JSM, Microsoft Entra ID*

* Elementary proficiency

Software Development Engineer-2 (DevOps)

Mindtickle

📅 Feb 2024 - Feb 2025

Istio

- Reduced inter-AZ data transfer costs by 70% through Istio locality-aware traffic management and expanded mesh visibility with **Grafana dashboards** for both control plane and data plane observability.
- Delivered **zero-downtime** Istio upgrades in production by introducing a **canary upgrade strategy** and transitioning mesh deployments to **Helm-based** version control.
- Operated **Istio service mesh** across multiple clusters serving **500+ microservices**, strengthening traffic control and production reliability for platform-managed services.

Cost-Saving Initiatives

- Replatformed Kubernetes workloads onto AWS Graviton-based instances through ARM image build and deployment pipelines, generating **\$270,000** in savings.
- Automated EC2 and EBS cleanup to remove redundant capacity, driving **\$100,000+ annual savings**.

Isolated Sandbox Testing

- Designed an isolated sandbox testing model for Kubernetes-native applications based on **Shift Left Testing**, driving a **40% reduction** in error rates before production rollout.
- Used **Kubernetes Operators** and Istio reliability features to make the solution repeatable and production-like, with plans to **open-source** the approach.

Chaos Testing Enhancements

- Engineered an **in-house** chaos testing mechanism using Kubernetes Operators and Istio fault injection to validate resiliency across **50+ microservices**.
- Extended resilience testing to infrastructure level with AWS Fault Injection Simulator on clusters spanning **150+ nodes**.

Repository Migration

- Developed migration and validation tooling to move **1000+ repositories** from **GitHub** to **GitLab** across 5 language ecosystems, saving around **\$40,000 annually**.

Slack Workflows and Automation

- Automated production escalation setup with a Slack workflow that integrated **Jira**, **PagerDuty**, and **Google Meet**, reducing manual coordination during incidents.
- Implemented a custom Slackbot for access management and routine developer tasks; **cut manual workload by 30%** and saved the team **50+ hours monthly**.

DevOps Help-Desk

- Developed an internal portal to manage and route developer on-call requests, supporting **400+ requests/month** through Jira Service Management and Slack integrations.
- Introduced **SLAs** and reporting for recurring issue analysis, streamlining support prioritization and reducing tickets by **10% month-over-month**.

FREELANCE PROJECT

Platform Architect (12,000+ Sites)

📅 2-month engagement

Platform Architecture & Cost Optimization

- Designed and delivered a Kubernetes-based hosting platform for **12,000+ internal websites**, reducing monthly hosting costs by **~\$25k/month**, from **~\$30k** to **~\$5k/month**.
- Engineered the platform's **database layer, observability, security, and access controls** end-to-end, with automated **DNS, SSL certificate management**, and monitoring at 12,000-site scale.
- Optimized traffic-based performance with **Redis + local caching** and **Autoscaling**.

Automation & Operational Tooling

- Developed automation tooling for bulk content push and theme/plugin management at scale using custom scripts and **WP CLI**.
- Exposed **API endpoints** to automate operational website actions such as article publishing and plugin-driven workflows across the fleet.
- Coordinated delivery for demo and client-critical sites, handling access, plugin procurement, timelines, and end-to-end execution.

ENABLEMENT

- Authored onboarding docs and operational runbooks.
- Led knowledge-sharing sessions on Kubernetes debugging, Cloudflare Warp, and GitLeaks.
- Organized and led a week-long **Istio Workshop for 250 developers**, improving service mesh awareness and adoption.
- Mentored junior engineers on platform and infrastructure practices.
- Conducted interviews for DevOps, SRE, Platform Engineering, DBA, WordPress, and related roles.

CREDENTIALS

- Received the **Employee of the Quarter (Q3 2025)** award for contributions to the platform team and overall organizational impact.
- **Won the Engineer's Choice Award for Q2 2023**, recognized for impactful contributions among **250+ developers**.
- Received the **Data-Driven[Team] Award for Q2 2023**, honoring significant cost-saving contributions.
- **Convener** of the Technical Support Committee (formerly the ICT Committee), leading a team of 8 members.

CERTIFICATIONS

- **CKA** – Certified Kubernetes Administrator ([link](#))
- **ICA** – Istio Certified Associate ([link](#))