

Nishit Rao

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EDUCATION

Vellore Institute of Technology

Bachelor of Technology in Computer Science

Chennai, IN

Jun. 2017 – May 2021

EXPERIENCE

Devops Engineer III

Jan 2025 – Present

Swiggy

Bengaluru, IN

- Built an AI-powered K8s debugging MCP server enabling self-serve ephemeral environment troubleshooting via Claude Code, eliminating 100 DevOps tickets/month and reducing MTTR from 2 days to minutes.
- Migrated manual Confluent Kafka provisioning model to automated IAAC based provisioning model with zero downtime using Terraform
- Migrated 10+ Kafka clusters across AWS DC with zero downtime, which resulted in improvement of 50ms per request

Sr. Site Reliability Engineer

Jun 2023 – Dec 2024

Direct I - Zeta Team

Bengaluru, IN

- Maintained PCI DSS compliant infrastructure — network segmentation, encrypted data flows, quarterly access reviews, and automated audit trail retention via CloudTrail
- Led the design and development of payment pipelines and enterprise-level automation related to microservice applications saving cost of 1FTE per month using the latest technologies of Python, Jenkins, Helm.
- Engineered rate-limiting and traffic shaping for payment APIs during IPL 2024 peak load (3x normal traffic) — zero transaction drops, maintained SLA under surge
- Designed and implemented alerting schema reducing unwanted alerts by 80% using Helm, Prometheus, Grafana and EKS.
- Operated 99.99% availability infrastructure for payment-critical services across multi-AZ EKS 10+ AWS accounts — automated failover, canary deployments, zero-downtime patching

DevOps Engineer II

Sep 2022 – May 2023

Direct I - Titan Email Team

Bengaluru, IN

- Deployed OpenDKIM implementation as a go-service to mitigate excessive RAM consumption using Golang, Linux and AWS Lambda
- Built zero-touch credential rotation system Python + SecretManager meeting SOC2 rotation requirements, removing human access to production secrets entirely
- Developed serverless implementation to draw mail delivery insights using AWS Lambdas

Operations Engineer

Jun. 2021 – Aug 2022

Newfold Digital

Bengaluru, IN

- Migrated 7000+ on-prem servers to use SaaS for email delivery and security using enterprise software
- Implemented VPS on-prem server migrations and additions as a part of Growth projects

Operations Engineer, Intern

Feb. 2021 – May 2021

Newfold Digital

Bengaluru, IN

- Built an Openshift operator to manifest a highly available private rpm mirror using Golang
- Improved scalability of mirror web app to improvise the package management, deployed in production with an integrated WebUI

PROJECTS

Industrial Automation bot | AWS, Python, Flask

June 2019

- Developed an automated SysAdmin tool to carry out day-to-day sysadmin tasks

TECHNICAL SKILLS

Languages: Python, Golang, Bash, SQL (Postgres)

Tech: AWS(VPC, EKS, EC2, Lambda, S3, CloudWatch, RDS, IAM, Secret Manager, WAF, SQS, CloudFront), Linux, Kafka, Terraform, Kafka, Helm, ArgoCD, Prometheus, Grafana, Jenkins, Flask, Istio

Developer Tools: ClaudeCode, Git, Docker, Cursor