

# Sridhar Rajarao

## Platform Engineering and Reliability

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### Executive Summary

SRE and Platform Engineering leader with 20+ years of technology leadership, 12+ in cloud/SRE, building and scaling **high-reliability, automation-first cloud operations** for hyperscale environments. Proven track record of transforming traditional IT operations into **data-driven, AI-enabled reliability systems**, reducing incident volume, improving MTTR, and enabling autonomous operations at scale.

Led global SRE organizations supporting **100+ regions and 50,000+ node fleets**, driving measurable improvements in service reliability, operational efficiency, and compliance (FedRAMP). Deep expertise in **incident lifecycle transformation, observability, automation platforms, and large-scale distributed systems**.

### Core Competencies

- **SRE Leadership:** Incident, Problem, Change Management Transformation
- **Reliability Engineering:** SLOs, MTTR Reduction, Incident Prevention
- **AI-Driven Operations:** AIOps, Automation, Intelligent Workflows
- **Observability & Scale:** Telemetry, Monitoring, Distributed Systems
- **Platform Engineering:** Terraform, CI/CD, Fleet Automation
- **Compliance & Security:** FedRAMP, Vulnerability & Patch Automation

### Technical Skills

- **Languages & Automation:** Python, Terraform
- **Cloud & Platforms:** Oracle Cloud Infrastructure (OCI), Docker, Linux
- **CI/CD:** GitHub Actions, Oracle internal pipelines
- **Observability:** Grafana, Oracle Telemetry
- **Incident Management:** PagerDuty, Oracle OCEAN

### Professional Experience

#### Director, Site Reliability Engineering (SRE)

Oracle Cloud Infrastructure (OCI) | 2020 – 2026

Led global SRE organization of 45+ engineers and 3 managers, headquartered in the US with distributed teams in India, UK, and Mexico, supporting Oracle Object Storage across 100+ regions and a 50,000+ node fleet. Owned **end-to-end service reliability, incident lifecycle, automation strategy, and operational scalability**.

### Key Impact

#### Reliability, Automation & Observability

- Built and scaled SRE organization from **5 → 45+ engineers**, transitioning from reactive operations to an **automation-first, reliability-driven model**
- Defined SRE charter, introducing structured **incident, problem, and change management aligned to reliability outcomes**
- Reduced change-induced incidents by **50%** through risk-aware change controls and pre-production validation environments
- Owned reliability for Cross-Region Replication by identifying SLO gaps and driving engineering-led remediation; achieved 99.9% SLO adherence and reduced latency by 30% through auto-scaling
- Introduced **AI-driven support and automation workflows**, reducing ticket volume by **30%** and improving response times by **50%**

- Built automation platforms across incident lifecycle (detection, triage, remediation), significantly reducing manual intervention
- Enabled intelligent operational insights using telemetry and system data to improve response consistency and speed
- Led migration to **Terraform-based infrastructure and unified telemetry systems**, improving visibility and operational control across global regions
- Standardized monitoring and alerting frameworks, improving signal quality and reducing noise

## **Fleet Scale & Engineering Productivity**

- Automated patching and vulnerability management for **50,000+ node fleet**, achieving **100% compliance** with FedRAMP standards
- Scaled platform operations to support rapid global expansion **without proportional headcount growth**
- Established multiple pre-production test environments to proactively identify failure patterns and prevent production incidents
- Partnered with engineering to eliminate recurring issues through systemic fixes (Problem Management mindset)
- Built automated service bootstrap platform supporting **25+ services and 500+ fleets**, reducing deployment time from months to <1 week
- Enabled faster region expansion and improved engineering velocity

## **AI / GPU Platform Enablement**

- Delivered custom Object Storage platform optimized for **GPU-based AI workloads**, enabling high-throughput data access for Tier-1 AI customer
- Accelerated time-to-revenue by delivering solution in **under 3 months**, enabling **\$10M in new customer revenue**

## **SRE Manager – Oracle Inc, USA**

*March 2014 – March 2020*

- Led **release and operational readiness** for Object Storage services across multi-region deployments
- Developed automation for **fleet patching (30,000+ nodes)** improving reliability and operational efficiency
- Built repeatable region build frameworks enabling OCI expansion from **4 → 100+ regions**
- Coordinated cross-functional incident response and compliance remediation across 5+ engineering teams
- Introduced structured execution models improving delivery predictability and operational visibility

## **Early Career / Consulting Experience (1993 – 2014)**

- Enterprise implementations across **financial, banking, healthcare, and security platforms** – 30% defect reduction and consistent on-time delivery.

## **Education and Certifications**

- MS, Data Analytics – Western Governors University
- BS, Computer Science – Bharathiar University
- PMP Certified