

Jibu N Chacko

📍 Netherlands ✉ jibsonline@gmail.com ☎ +31 (0)616643195 💻 in/jibsonline 🌐 github.com/jibsonline

SUMMARY

Proactive Senior Site Reliability Engineer with 19 years of experience in optimizing distributed systems and microservices. Successfully architected a new tool in Golang that automated Kafka node management, reducing restart times significantly. Seeking Lead SRE Engineering role to leverage cloud security, automation, and CSPM expertise in developing scalable, resilient infrastructure solutions.

EXPERIENCE

Senior Site Reliability Engineer | Booking.com | October 2022 - January 2025

- Introduced and Implemented Site Reliability Framework to a large and distributed Kafka Farm.
- Developed and optimized microservices in Go and Python, improving system management.
- Experience in Leading deploying and managing multi-node development, testing, and production of Kafka Clusters.
- Developed and managed Platforms for Developer Experience on AWS and Kubernetes.
- Architected a new tool in Golang that automates the scaling, replacement, and roll restarts of Kafka bare-metal nodes safely and efficiently and reduces total restart time.
- Automated infrastructure provisioning by developing a custom Terraform Module, decreasing provisioning time.
- Led incident response for high-severity issues, ensuring thorough post-mortems and root-cause analyses.
- Mentored junior engineers, fostering a culture of continuous learning and process improvement.
- Led the integration of automated CI/CD pipelines in a microservices architecture, reducing deployment time and achieving near-zero downtime during releases.
- Championed the development of a comprehensive monitoring strategy using Prometheus and Grafana, resulting in an improvement in issue detection and response times.

Engineering Manager - Site Reliability Engineering | Booking.com | Amsterdam | June 2021 - October 2022

- Inherited a team of 5 engineers who were a mix of developers and SREs, a complete platform engineering team for Bare Metal Provisioning and Asset Management.
- Managed the multi-datacenter bare metal server provisioning platform and lifecycle management tooling and automation for the > 50K units of bare metal server hardware.
- Open Source contributions to <https://github.com/bmc-toolbox/>.
- Interact with multiple development and engineering teams, and vendors, to procure servers, maximize the lifetime, and ultimately reliably deliver to teams to drive the growth of the business.
- Setting up SLI/SLOs and Site Reliability Engineering practices for the platform.
- Provisioning tools, installation environments, and engineering expertise to simplify OS installation simple, predictable, and transparent.
- Defined the complete Incident Management process along with SLIs and Error budget Practice.
- Spearheaded the implementation of robust Site Reliability Engineering practices that improved system uptime by 15%, leveraging real-time monitoring and automated alerting solutions.
- Spearheaded Observability Engineering initiative, leveraging data from real-time monitoring tools to enhance incident response time by 20% over six months, ensuring seamless service continuity across multi-datacenter environments.

Senior Engineering Manager - Site Reliability Engineering | Walmart Labs | Bangalore | May 2019 – August 2021

- Interfaced and collaborated with multi-disciplined and multi-divisional organizations on multiple initiatives
- Led a project collaborating with many engineering teams to build a centralized the DevOps Lifecycle Framework for multi-platform releases
- Dockerised the pharmacy micro-services adhering to security compliance
- Developed and implemented Engineering team-based design to run initiative
- Redefined the existing CI/CD Pipeline with Docker to for faster but more resilient deployment.
- Collaborated with NOC/Support team to onboard support for current initiatives including providing incident runbooks
- Facilitated process with talent acquisition teams to set up a more effective hiring process and two teams of 10 DevOps engineers each.

DevOps Manager | Paytm Money | Bangalore | April 2018 – May 2019

- Built and managed the Infrastructure, DevOps practices, Automation and Security end to end on AWS backed by Kubernetes and EKS
- Take ownership of all existing products and solutions utilised by Paytm Money at the cloud-based infrastructure and system levels
- Automation and Tools built using Python and Bash
- Installation and automation of Configuration Management tools - Ansible , Terraform
- Installation and management of Containerization technologies like Docker
- Monitoring setup with Grafana, Prometheus, Alert Manager and PagerDuty
- Built dashboards on PHP/Django for Infrastructure and app reports
- Setup automated code build on GitLab CI
- OS hardening, Lynis audits
- Worked extensively on AWS - EC2, VPC, RDS, Route53, CloudWatch, CloudTrail, CloudFront, S3, Aurora
- Setup Lambda on AWS for monitoring and other purposes
- Worked with SOLR, Cassandra, ZooKeeper, Exhibitor, MongoDB
- Setup Elasticsearch/Filebeat/Kafka/Logstash for app logging.

Senior Cloud DevOps Engineer | Oracle | Bangalore | March 2016- March 2018

- Migrate whole infrastructure from a managed hosting environment or private cloud to Oracle Public Cloud or Oracle Bare Metal Cloud using Docker and Terraform
- Load and performance analysis and improvements for Oracle IaaS.
- Systems design and architecture to meet capacity and throughput demands, as well as performance requirements.
- Modify software to accommodate changes to networks and systems.
- Written code in Bash scripting to automate installation of Mesosphere DC/OS on Oracle Public Cloud
- Written code in Bash to automate the Workshop Environment for Partners for Bare Metal Cloud..
- Engineered distributed systems architecture using Docker and Terraform, successfully reducing deployment time by 40% and enhancing network scalability across Oracle Public Cloud environments.

Team Lead – Site Reliability Engineering and Cloud Ops | Radiant InfoSystems Ltd. | Bangalore | April 2006 - March 2016

- Build and configure host and network security scans in production and internal networks.
- Create custom logging, reporting, and graphing tools to analyze application component bottlenecks, enable problem notifications, enhance hardware, VM, database, and JVM tuning.
- Deploy, maintain, troubleshoot, and tune multi-tier, distributed, cloud-based application components.
- Design, integration, and management of Amazon Web Services cloud solutions.
- Operational support, evaluation, and integration and administration of monitoring and availability support services such as Nagios, New Relic etc.
- VMWare management and support of server farms running in virtualization environments.
- SSL Security certificate management for enterprises, maintaining certificates across multiple ssl providers, and integrating certificates into products such as Nginx, apache, tomcat, and AWS-ELB.
- Network and server room maintenance and support.
- Day-to-day operational support of server racks and networking infrastructure.
- Provide operational and systems engineering support for web applications.
- Generate and analyze metrics for site performance and availability.
- Develop bash scripts for automated backups of DBs, Logs etc.
- Develop scripts for custom Nagios Plugins.
- Managed a team of 12 off-shore and on-shore DevOps.
- Worked comprehensively on next-generation software architectures and development models, and drove IT in product recommendation, evaluation, and integration.
- Extensive knowledge and support of multi-tiered application architectures including and running on IBM Websphere, IBM Portal Server, and JBoss platforms.
- Support and administration of DB2, and MySQL database systems.
- Apache and NGINX webserver solutions.
- Expertise in performance engineering, troubleshooting, and production support to quickly resolve major issues from the application level to the network and web server level to the o/s level.
- Created efficient, fluid build pipelines and utilized many products such as Hudson, Ant, and Maven.
- Created and maintained major monitoring systems involving Tivoli, and Nagios and created custom monitoring and data scripts responsible for Nagios.
- Fluent in several software lifecycle models, including Waterfall, SDLC, and Agile.

EDUCATION

Masters in Information Technology | SSM College of Engineering-Periyar University

Erode, Tamil Nadu | Jun 2000 – March 2005

CERTIFICATIONS

Certified Kubernetes Administrator

AWS Certified Solutions Architect

AWS Certified SysOps Administrator

Docker Certified Associate

Redhat Certified Engineer

SKILLS

AWS Cloud Services: EC2, Autoscaling, ELB, RDS, SES, VPC, Glacier, S3, OpsWorks, KMS, IAM, Cloudformation, Route53, CloudWatch, AWS APIs

Monitoring: Nagios, OpenVas, OSSEC, Data-dog, Prometheus, Grafana, Kibana, Graphite

Scripting: BASH, Python, GoLang, Terraform, PHP/Django, Java

Automation/Configuration Management: Ansible, Chef, Puppet, Jenkins, Git, Bitbucket, Docker, Kubernetes, Helm, Terraform, Hudson, Ant, Maven

Operating Systems: RedHat/CentOS, Ubuntu, Debian, Linux, UNIX, Windows