

Sathish Sreenivasan

DevOps / Cloud / Application Services Engineer

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Professional Summary

DevOps, Cloud and Application Services Engineer with 7+ years of experience supporting production applications, cloud infrastructure, monitoring, incident response, and automation in gaming and financial-services environments. Hands-on experience with Azure, AWS, Kubernetes, CI/CD, Terraform, Ansible, Python, observability platforms, and API-connected services. Strong background in reliable operations, root-cause analysis, stakeholder coordination, and working in regulated banking and vendor-driven environments. Familiar with TCP/IP, HTTP/HTTPS, TLS concepts, and supporting secure, highly available application services.

Technical Skills

Cloud & Platform: Azure, AWS (EC2, VPC, S3, IAM, Lambda, CloudWatch, CloudFormation), Kubernetes/EKS, Docker, Rancher, VMware vSphere

Automation & Delivery: Terraform, Ansible, Python, Bash, PowerShell, YAML, Jenkins, GitLab CI, Argo CD, Helm, Kustomize, Git

Observability & Operations: Prometheus, Grafana, ELK (Elasticsearch, Logstash, Kibana), Datadog, OpenTelemetry, VictoriaMetrics, Grafana Tempo, Icinga, Opsgenie, logz.io

Application & Network Support: Linux, Windows Server, SQL, Java support, TCP/IP, HTTP/HTTPS, TLS/SSL concepts, incident management, RCA, ITIL, SLIs/SLOs, runbooks

Financial Services: Payment operations, SWIFT, MT103, MT202, regulated operations, Blue Prism RPA, AutoIT, Tableau

Professional Experience

Tain Gaming Ltd, Malta — DevOps Engineer

December 2024 – Present | Hybrid

Promoted from SysOps/SRE Engineer

- Operate and support production application services across on-premises Kubernetes and AWS EKS, troubleshooting deployments, StatefulSets, services, ingress, namespaces, and workload health.
- Manage observability platforms—Prometheus, Grafana, ELK, and Datadog—across development, UAT, and production to provide reliable monitoring, alerting, logs, and operational visibility.
- Provision and configure infrastructure using Terraform, Ansible, and Argo CD; develop Python automation to reduce manual tasks and improve service operations.

- Build and maintain Jenkins and GitLab CI/CD pipelines using Git, Helm, and Kustomize for controlled and repeatable deployments.
- Support AWS, Azure, VMware, Docker, Rancher, Linux, and Windows environments; contribute to cloud migration work with focus on availability, data integrity, and controlled change.
- Collaborate with development, operations, and product teams to investigate incidents, improve platform reliability, and maintain technical documentation.

Tain Gaming Ltd, Malta — SysOps (SRE) Engineer

October 2023 – December 2024 | Hybrid

Promoted from NOC Engineer

- Designed and maintained Prometheus and Grafana monitoring and alerting for distributed infrastructure and application services.
- Defined SLIs, SLOs, and error budgets to improve service reliability and proactively identify risks.
- Implemented centralized logging with ELK, improving troubleshooting capability across distributed applications.
- Performed incident response, post-incident reviews, and root-cause analysis; created runbooks and documentation to reduce MTTR and improve operational consistency.
- Managed Docker and Kubernetes environments and automated recurring tasks using Python, YAML, and Ansible.

Tain Gaming Ltd, Malta — Network Operations Center Engineer

July 2022 – October 2023 | On-site

- Monitored production networks, servers, applications, and cloud services 24/7 using Icinga, Datadog, Prometheus, Grafana, and CloudWatch.
- Investigated, escalated, and helped resolve infrastructure and application incidents under ITIL processes and agreed SLAs.
- Maintained health dashboards, escalation procedures, incident records, and operational runbooks in Confluence and Opsgenie.

SEB Bank, Latvia — Operations Specialist

July 2021 – June 2022 | Financial Services / Payments

- Monitored payment-processing applications and end-to-end transaction workflows in a high-volume, regulated banking environment.
- Supported SWIFT interbank payments, securities settlements, bond redemptions, and dividend processing, ensuring operational continuity and settlement integrity.
- Worked with SWIFT network teams to investigate and resolve MT103 and MT202 message failures and formatting issues.

- Raised incidents and coordinated with technical and compliance teams to minimize transaction failures and maintain service-level commitments.
- Automated back-office workflows using Blue Prism RPA and AutoIT; built Tableau dashboards for transaction volumes, failure rates, and operational KPIs.

NetEnt Games, Malta — Network Operations Engineer

February 2019 – May 2019

- Monitored customer-facing backend systems and third-party integrations using op5, logz.io, Grafana, and VMware.
- Troubleshoot Linux-server, SQL-database, and Java application incidents and coordinated with core and integration engineering teams.
- Supported Jenkins CI tasks during customer go-live events, including controlled deployment and rollback activities.

TEK EXPERTS, Malta — Software Support Engineer

October 2016 – February 2019

- Provided L2/L3 support for Micro Focus Operations Manager (HPOM) across Windows, Unix, and Linux enterprise environments.
- Resolved monitoring issues involving agent connectivity, policy deployment, event correlation, event forwarding, and performance.
- Performed root-cause analysis, collaborated with product engineering teams, and created runbooks and knowledge-base articles.

Education

Master's in Computer Systems — ISMA University, Latvia | September 2021

Bachelor of Computer Applications — Bharathiar University, India | May 2014