

Salil Agrawal

Site Reliability Engineer

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Professional Summary

Site Reliability Engineer with 4+ years of experience in multi-cloud environments (AWS, GCP, Azure).

Key achievements include:

- **Reduced MTTR by 30%** by redesigning alert rules and building **Kibana dashboards and Robusta playbooks**, accelerating incident resolution.
- Authored **open-source PRs for Apache Airflow and CNCF OTEL** to address core infrastructure vulnerabilities.
- Designed and **configured high-availability network architectures** including DNS, VPC peering, VPN, Private Endpoint, and multi-cloud connectivity.
- Engineered **'SRE AIR' and 'CRE Airline' frameworks** to automate incident detection and escalation, **slashing manual intervention** and improving monitoring efficiency.
- **Automated monitoring stacks in Prometheus, Grafana, and Chronosphere** using Terraform, streamlining deployment and scaling.

Technical Proficiencies

- **Programming Languages/Frameworks:** Python, FastAPI, ReactJS, SQL, HTML, CSS, JavaScript, C, C++
- **Databases:** MySQL, PostgreSQL, MongoDB, Couchbase
- **Cloud & DevOps:** AWS, GCP, Azure, Docker, Kubernetes, Jenkins, Terraform, Helm, Ansible, CloudFormation, ArgoCD, Lens
- **Observability & APM:** Opentelemetry, Prometheus, Grafana, ELK Stack, New Relic, Dynatrace, Chronosphere, Graylog, Robusta, SolarWinds, Quantum Metric, Instana, Splunk, MinIO, Uptime Kuma, Sentry
- **Security:** Vulnerability Assessment, Security Testing

Work Experience

Customer Reliability Engineer (Infra), Astronomer Jan 2025 - Present

- **Lead troubleshooting and incident response calls** with enterprise customers, performing deep-dive investigations into **cloud infrastructure, networking, and Airflow issues** across multi-cloud (AWS, GCP, Azure) environments.
- Design and implement secure, scalable **network architectures** for customer environments, **including DNS, VPC peering, VPN, transit gateways, and private link integrations** across major cloud providers supporting 50+ customer environments.
- Authored **open-source PRs for Apache Airflow and CNCF OTEL** to address core infrastructure vulnerabilities, while simultaneously maintaining optimized internal patches to provide **immediate, zero-day mitigation** for enterprise clients.
- Build, test, and **deploy Terraform and Helm** configurations to provision Astronomer Software for internal testing, mitigation, and customer replication-enabling **faster RCA and fix validation by 20%**.
- Spearheaded **Terraform repository for Chronosphere monitoring**, managing hundreds of monitors, dashboards, and notification policies; streamlined alert configuration and eliminated manual drift which reduced alert fatigue by 25%.
- Configure and automate complex **multi-cloud identity setups (Workload identity Federation, IAM roles, service accounts)** to ensure secure, compliant Astronomer deployments and maintaining 100% compliance.

Site Reliability Engineer, Hexagon Technology

Jan 2024 - Jan 2025

- Integrated **New Relic and AWS X-Ray** for full-stack observability across **15+ Kubernetes clusters and 20+ AWS**

services, improving issue detection by 40%.

- Deployed and configured **ELK, with Kibana dashboards and optimized Robusta alerts using playbooks**, enhancing error visibility by 50%.
- **Implemented Uptime Kuma** for continuous uptime validation, ensuring service availability of 99.99%.
- Leveraged Robusta, ArgoCD, Lens, Graylog, and Kibana to resolve 150+ incidents through faster troubleshooting.
- **Engineered Cloudflare runners** to route different web response statuses across all environments, ensuring efficient traffic management and reducing related customer support tickets by 15%.

Associate Site Reliability Engineer, Decurtis Corporation

Jan 2023 - Dec 2023

- **Promoted to Associate SRE within 6 months**, demonstrating strong performance and technical expertise.
- Built internal tools, **SRE Tech Radar (React, Ant Design, PostgreSQL, FastAPI)** to catalog global SRE tools and SRE Alert Framework (SRE AIR) reduced repetitive work and streamlined issue detection & mitigation.
- Led incident management and troubleshooting using Kibana, Dynatrace, SQL, Postman, Kafka, Kubernetes, ensuring average resolution time to 1.5 hours.
- Implemented and optimized the **ELK stack, building custom Kibana dashboards and ETL workflows** for data validation, improving incident handling throughput by 30%.

Security Researcher, HackerOne

Nov 2020 - Jan 2023

- Conducted vulnerability assessments on web applications for high-profile clients, using BurpSuite for **XSS, CSRF and penetration testing, identifying 25+ vulnerabilities**.
- Identified and **resolved a critical CSRF vulnerability in collaboration with Enjin's security team**, preventing account takeovers from 1 high priority bug.
- Earned 3 HackerOne badges: *Trailblazer, Insecticide, and Publish or Perish*.

Personal Projects

Terraform EKS Observability: Terraform, Prometheus, and Grafana

May 2025

- Built a fully automated EKS monitoring stack from scratch; provisioning the cluster, deploying Prometheus & Grafana, auto-creating dashboards, and enabling alerts with notifiers, all via Terraform with minimal manual setup.

AWS RDS Monitoring & Alerting: Terraform, Prometheus, and Grafana

Apr 2025

- Orchestrated a Terraform-driven RDS monitoring solution, generating Grafana dashboards, and log-based alerts with threshold-based notifications, achieving complete observability with zero manual overhead.

Labor, Commerce & Workforce Platform: Python (PyQt5, Flask), MySQL, React

Jan 2023

- Designed a user-friendly interface with multilingual support, expanding platform accessibility and resulting in 1000+ new users registered from underserved communities.

Education

Anand International College of Engineering, B.Tech in Computer Science

Aug 2019 - Jun 2023

- GPA: 9.2/10

Certificates

Kong Gateway Foundations – Kong

Sep 2024

Full Stack Observability Practitioner Exam – New Relic University

Feb 2024

DevOps Beginners to Advanced with Projects – Udemy

Dec 2023

Linux Administration – Red Hat

May 2021

Network Assessment Based Certificate – Palo Alto

Apr 2021

Cybersecurity & Infrastructure Security – U.S. Department of Homeland Security

Jan 2021

IT Fundamentals Cyber Security – IBM

Jun 2020