

BALPREET SINGH

Manager Site Reliability Engineer

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- LinkedIn Profile

Site Reliability Engineer with 14+ years of experience in architecting and delivering enterprise B2B and mission-critical applications. Expert in cloud solutions (AWS), distributed systems, Kubernetes orchestration, and comprehensive CI/CD pipeline implementation. Proficient in well-architected frameworks, engineering design standards, and driving software development excellence through technical leadership and mentorship.

Hands-on expertise with Python, shell scripting, Node.js, Ansible, Terraform, SQL/NoSQL databases, automation testing, and operational excellence practices encompassing incident management and root cause analysis. Current with Generative AI, AI protocols (MCPs/A2A), AI-assisted coding tools, and agentic AI frameworks for intelligent system operations.

Proven track record in shaping engineering culture and collaborating across cross-functional teams to deliver scalable, reliable solutions. Pursuing advanced management education in AI and Digital Transformation to strategically align technology initiatives with business outcomes.

Core Competencies

- Kubernetes
- SRE and Observability
- Containerisation
- AI and LLM coding
- CI/CD

AI & Automation

- AI/ML Integration
- Ollama
- LLM
- MCP
- n8n
- Automation Testing

Cloud & Infrastructure

- AWS
- Docker
- Kubernetes
- Ansible
- Terraform

Monitoring & Observability

- Grafana
- Prometheus
- OpenTelemetry

Programming Languages

- Python
- Node.js
- Shell Script
- Batch Scripting

Databases

- MS-SQL
- MongoDB
- PostgreSQL
- Redis

DevOps & CI/CD

- Jenkins
- Github

Certifications & Courses

Developing a Google SRE Culture

Orchestrating the Cloud with Kubernetes

Microsoft Certified Technology Specialist

Oracle Certified Java Programmer

Education

B.Tech (Information Technology)

Lingayas Institute
2007 - 2011

Post-Graduate Diploma in Management

Institute of Management Technology
2011 - 2014

Professional Experience

Site Reliability Engineer (Desig.- TPM)

Dec 2019 - Present

Airtel International Limited (AIL)

- Implemented AI-powered log analysis and incident response systems using Ollama-based LLM, reducing MTTR by 30% and automating 40% of routine issue resolution
- Designed comprehensive observability framework using Prometheus and Grafana, improving incident detection accuracy by 30% and reducing false positives
- Implemented Infrastructure as Code using Ansible and Terraform for automated provisioning and configuration management across multi-cloud environments
- Built MCP-integrated AI platform for automated root cause analysis, correlating infrastructure metrics and logs to streamline investigation processes
- Led cloud migration projects for enterprise applications to AWS with Jenkins CI/CD automation, ensuring 99.9% uptime and optimized performance
- Developed custom monitoring dashboards using ReactJS and TypeScript, integrated with backend systems for real-time performance visualization and executive reporting
- Automated database maintenance and performance optimization across MSSQL, MongoDB, and PostgreSQL using Python scripts enhanced with AI capabilities
- Mentored engineering teams and established collaborative SRE culture while managing global stakeholder relationships across cloud and infrastructure teams

DevOps Engineer (Desig.- TPM)

Mar 2018 - Dec 2019

Apollo Munich Health Insurance (Now HDFC Ergo)

- Design and implement CI/CD pipelines for automated deployment and testing processes
- Monitor & resolve incidents following Incident Management processes
- Implement infrastructure as code (IaC) solutions for consistent environment provisioning
- Conducted annual performance testing to ensure application scalability for peak load season

Senior Technical Analyst (Desig.- Senior TA)

Jun 2016 - Mar 2018

ELI India

- Worked with international clients from Canada and Australia
- Travelled to Australia for client interaction & business analysis
- Design & implement observability framework for SaaS products
- Extensive documentation including system specific, user documentation and process based

Technical Analyst (Desig.- Tech BA)

Mar 2014 - Jun 2016

Religare Health Insurance

- Developed projects for customers' business products
- Worked on Dev team process changes ensuring seamless development process
- Directed RHICL's Online Partner Portal and assisted in complete product integration
- Involved in development and launch of multiple web applications

Developer (Desig.- Software Engineer)

Aug 2011 - Mar 2014

R Systems

- Worked on Microsoft .NET Technologies via services and Mobility
- Developed Enterprise software architectures for US based clients
- Monitored and resolved arising issues and reorganized after project completion
- Developed and deployed multiple applications for UK based clients