

NEEL THOMAS THELLY

Site Reliability Engineer

+1 480-612-1865 | neeltom92@gmail.com | codeworks.cloud | github.com/neeltom92 | Mesa, Arizona

SUMMARY

DevOps / SRE with 10+ years of experience building scalable, reliable infrastructure and internal platforms across cloud-native environments. Deep hands-on background in Infrastructure as Code (Terraform & Terragrunt), Kubernetes, and observability, with a recent focus on agentic AI infrastructure and MCP server development. Based in Mesa, Arizona (permanent resident).

EXPERIENCE

Life360

06/2023 – 07/2026

Sr Software Engineer, DevOps | Cloud Success & Infrastructure Observability

- Drove CI/CD, observability, and release pipeline management across a platform serving 100M+ global users.
- Designed and provisioned dedicated EKS clusters for custom MCP workloads using Terraform, defining standardized, reusable IaC modules and consistent operational patterns.
- Built and open-sourced [Eagle-Eye](#), an AI-powered observability MCP server (later evolved under AI-Core) providing a single-pane-of-glass view across metrics, logs, alerts, and debugging context for on-call engineers — 10+ public stars.
- Built and open-sourced [SRE Copilot](#), an AI-powered on-call assistant built on LangChain/LangGraph, integrating Datadog APM, PagerDuty, and Kubernetes for incident troubleshooting — 14 stars and 7 forks.
- Developed an infrastructure capacity-planning MCP using Datadog time-series metrics and Facebook Prophet to forecast traffic spikes and proactively plan CPU, memory, and HPA scaling for peak events (e.g., ~20% Back-to-School traffic increase).
- Created SLICK (Streamlit One-Click), an internal platform on the existing GitOps stack for rapid deployment of AI-powered applications — adopted by 10+ internal teams, including an Ads and Marketing chat application integrating Databricks MCP via Claude function calling.
- Owned observability for 125+ Kubernetes-based backend services, including metrics, logs, alerts, and incident-response tooling; deployed Prometheus on EKS via kube-prometheus-stack with PrometheusRule CRDs.
- Built and managed multi-environment infrastructure as code with Terraform, provisioning separate dev and prod EKS clusters using reusable, version-controlled modules for consistent, repeatable, and auditable deployments.
- Implemented Vector to replace third-party logging agents, enabling centralized log ingestion with sensitive-data redaction; the platform processed 6TB+ logs daily on Kubernetes with Karpenter-based autoscaling.
- Led an OpenTelemetry proof-of-concept and authored an Architecture Decision Record (ADR) for a vendor-neutral instrumentation strategy to reduce Datadog lock-in and simplify developer onboarding.
- Deployed an eBPF-based service-mapping solution for real-time dependency visualization across Kubernetes services.

DevOps Consultant | Freelance

05/2022 – 05/2023

- Delivered end-to-end cloud and Kubernetes infrastructure for startups.
- Provided DevOps advisory to 5+ SaaS portfolio companies associated with Together Fund.

Site Reliability Engineer | Zolve

04/2021 – 05/2022

- Provisioned the entire AWS infrastructure from scratch as code using Terraform and Terragrunt, with modular, DRY configurations spanning multiple environments and two AWS regions.
- Built the cloud and Kubernetes platform for a neobank valued at \$210M.
- Managed 20+ microservices on AWS EKS across two regions.
- Implemented CI/CD pipelines and GitOps workflows.
- Built observability using Prometheus, Grafana, and New Relic.

Site Reliability Engineer | Careem

09/2019 – 09/2020

- Delivered AWS cost optimizations saving \$336K annually for Careem Pay.
- Maintained IaC using Terraform and CloudFormation.
- Migrated production services from Elastic Beanstalk to EKS.
- Participated in 24/7 on-call rotation.

DevOps Engineer | Ola Cabs

10/2017 – 08/2019

- Maintained large-scale CI/CD platforms using Jenkins and Mesos.
- Migrated payment workloads from AWS to Azure, saving ~20% infrastructure costs.

Linux System Engineer | Poornam Info Vision

05/2015 – 09/2017

- Provided Linux administration support for 25+ global clients.
- Handled security incidents including spam, spoofing, and intrusion mitigation.

EDUCATION

Bachelor of Technology in Computer Science | Cochin University, Kerala, India (80%)

2015

SKILLS

IaC & Cloud	Terraform, Terragrunt, Atlantis, CloudFormation, AWS, Azure	Kubernetes	EKS, Helm, ArgoCD, Argo Rollouts, KEDA, Kyverno, Istio, Karpenter
Observability	Prometheus, Grafana, Datadog, New Relic, OpenTelemetry, Vector, eBPF	CI/CD & GitOps	GitHub Actions, Jenkins, Mesos, GitOps, Docker
Languages & OS	Python, Bash, Linux	AI / Platform	Agentic AI (SRE Copilot, Eagle-Eye MCP), LangChain/LangGraph, MCP server development, AIOps