





Jagmeet Singh Saini

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Site Reliability Engineer with expertise in cloud infrastructure, automation, and observability. Proven record of optimizing deployments, reducing downtime, and ensuring secure, compliant systems.

Technical Skills

- Scripting/Programming Languages: Python, Bash, PowerShell
- Configuration Management: Ansible
- CI/CD Tools: Bitbucket Pipelines, Jenkins
- Version Control: Git, SVN
- Containerization & Orchestration: Docker, Kubernetes
- Cloud Platforms: AWS, Azure
- Infrastructure as Code: CloudFormation, Terraform
- Monitoring and Logging: CloudWatch, WAF, Grafana, ELK Stack, Loggly
- Others: SQL, MongoDB, PagerDuty, New Relic

Work Experience

Site Reliability Engineer | *Enpass Technologies Inc, Gurugram*

Mar 2024 – Present

Managing cloud infrastructure, observability, incident management, security, and compliance.

- Segregated backend services into secure multi-VPC architecture, improving compliance posture.
- Automated infrastructure provisioning with CloudFormation, cutting setup time **60%**.
- Migrated from Elastic Beanstalk to ECS Fargate, boosting deployment speed **50%**.
- Built multi-region DR Plan with **1-hour** recovery time objective.
- Designed Bitbucket pipelines enabling multi-environment backend deployments.
- Obtained SOC 3 certification and led 3rd party penetration testing across all environments.
- Automated CloudWatch alarms with Lambda, set up WAF, Grafana dashboards, and BetterStack ping monitoring to maintain **99.99%** uptime.

Associate SRE | *LeadSquared, Bengaluru*

June 2022 – Mar 2024

Played a pivotal role in automating processes to enhance operational efficiency and increased data security.

- Automated infrastructure setup for new regions, achieving **35x faster** deployments.
- Reduced release downtime **40%** via release automation, enabling faster, reliable deployments.
- Built a secure retrieval system, making customer data access **10x faster**.
- Automated routine DevOps tasks, improving system reliability **20%** and reducing incidents **15%**.

SRE Intern | *LeadSquared, Bengaluru*

May 2021 – May 2022

Effectively managed and monitored the Leadsquared infrastructure using CloudWatch, Grafana, EKL Stack, and New Relic, PagerDuty resulting in a significant improvement in performance and cost-efficiency.

- Implemented monitoring strategies, increasing system performance **20%**.
- Leveraged Grafana for real-time insights, reducing response time **25%**.
- Optimized costs **15%** by analyzing CloudWatch metrics for efficient scaling

Projects

SIEM Integration | *Enpass Technologies Inc.*

May 2025 – June 2025

- Integrated SIEM tools (Splunk, Sumo Logic, Sentinel, QRadar) to enable event log auditing for our app password manager.
- Standardized event schemas and validated log ingestion, querying, and alerting for compliance.

Tech Stack: *REST APIs, JSON, Splunk HEC, Sumo Logic Collectors, Azure Sentinel Connectors, IBM QRadar API*

New Region Setup Automation | *LeadSquared*

June 2023 – Nov 2023

- Automated deployment of infrastructure in multiple AWS regions and accounts.
- Ensured seamless configuration across regions via Terraform & Automation.

Tech Stack: *Terraform, Powershell, Bash, EC2, S3, KMS, Secrets Manager, DynamoDB, SNS, CloudFormation*

S3 Data Dump | *LeadSquared*

Dec 2022 – Apr 2023

- Managed extraction, encryption, and relocation of customer-uploaded lead data to ensure security.
- Automated data handling pipeline for streamlined operations and compliance.

Tech Stack: *ECS, ECR, EFS, S3, IAM, KMS, DynamoDB, Lambda, Docker, Python, React.js, MySQL, Bitbucket Pipelines*

Achievements

- **Star of the Quarter Award:** Recognized for contributions at LeadSquared, helping the DevOps team automate their frequent daily tasks.
- **Spotlight Award:** Recognized for SRE contributions in monitoring, management, and automation of various tasks.

Education

Lovely Professional University

June 2022

B.Tech (Hons.) in Computer Science and Engineering

City, Jalandhar

Greenwood Public School

May 2018

Senior Secondary

City, Gwalior