HARSH DAGA

Cloud Engineer II | Platform Engineering, Multi-Cloud CPaaS, Kubernetes, IaC, Observability

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SUMMARY

Cloud Engineer II working on high-scale, multi-cloud CPaaS infrastructure across **AWS, Azure, and GCP**. Core early member of Sprinklr's CPaaS platform team, contributing from initial build-out through global rollout and ongoing operations of **10+ geo-distributed clusters**, with many customer clusters handling **1M+ daily calls**. Hands-on with Kubernetes, Terraform, Ansible, VoIP systems, automation, and observability.

TECHNICAL SKILLS

Cloud	AWS, Azure, GCP
Platform & IaC	Kubernetes, Docker, Terraform, Ansible, CI/CD, GitHub Actions, Jenkins
CPaaS & VoIP	FreeSWITCH, Kamailio SBC, RTPEngine, SIP, WebRTC, VOIPMonitor
Observability	Prometheus, Grafana, ELK Stack, Datadog, PagerDuty, custom exporters
Languages & DB	Python, Shell Scripting, SQL, Redis, Supabase

PROFESSIONAL EXPERIENCE

Cloud Engineer II - Sprinklr — **Bangalore, India | Jul 2024 - Present**

- Core early engineer on Sprinklr's CPaaS platform team, contributing to multi-cloud infrastructure across **AWS, Azure, and GCP** from early development through global production rollout.
- Operate and improve **10+ geo-distributed Kubernetes clusters** serving enterprise customers, with many clusters processing **1M+ daily calls** and supporting 99.9% uptime expectations.
- Work with the team on production VoIP layers including **FreeSWITCH, Kamailio SBC, and RTPEngine**, supporting SIP/RTP troubleshooting, capacity planning, and high-availability call flows.
- Built and refined Terraform/Ansible automation for repeatable environment provisioning, reducing deployment effort by **40%** and contributing to infrastructure cost savings.
- Implemented scaling and telemetry improvements for traffic spikes up to **50K+ concurrent calls**, including custom Prometheus exporters for SIP/RTP and cluster health metrics.

DevOps Engineer Intern - Sprinklr — **Bangalore, India | Feb 2024 - Jun 2024**

- Automated provisioning workflows for **10+ multi-region CPaaS environments** using Terraform and Ansible, reducing environment delivery from 8 hours to roughly 30 minutes.
- Deployed ELK, Prometheus, and Grafana monitoring workflows; wrote Python automation that removed **20+ hours/week** of recurring manual operations.
- Integrated VOIPMonitor into the observability loop to improve call-quality visibility and reduce incident response time by **60%**.

Full-Stack Developer Intern - Mercato Fabbrica — **Remote | Dec 2022 - Aug 2023**

- Improved Ruby on Rails performance with Redis caching and database query tuning, reducing load times by **40%** for a product serving **10K+ active users**; shipped Stripe checkout flows, React dashboards, and REST APIs.

PRODUCTION & PLATFORM PROJECTS

Lattice - Provider-Neutral LLM Transport Layer | GitHub | PyPI

Python, HTTP/2, Redis, Prometheus

- Built a drop-in OpenAI-compatible proxy that optimizes LLM traffic without changing the selected model/provider, applying HTTP/2 pooling, token-aware congestion control, stall detection, batching, and speculative execution.
- Implemented session-aware delta encoding with CAS versioning, exact/semantic cache lookups, Prometheus metrics, runtime stats endpoints, and an **18-transform safety-gated compression pipeline**.

IncidentScribe AI - Autonomous Incident Workflow Platform | GitHub

Next.js, React, Kestra, Supabase, Gemini

- Built incident workflows that ingest alerts from Datadog, PagerDuty, CloudWatch, Prometheus Alertmanager, and generic webhooks, then route them through Kestra analyzer, remediation, documentation, and correlation agents.
- Implemented Supabase Auth, RLS/RBAC tenant isolation, invite-code onboarding, searchable incident history, dry-run/allowlisted remediation safety, and audit-friendly workflow controls.

Catalyst Detector - Multi-LLM Market Intelligence Pipeline | GitHub

Python, Docker, Groq, Gemini, Ollama

- Developed an autonomous daemon that monitors SEC filings, earnings calls, press releases, and insider activity, using multi-LLM analysis with positive-catalyst, quality, and materiality filters.
- Designed enrichment and scoring around 10+ data sources, RSI/MACD/Bollinger indicators, retail sentiment, institutional ownership, sector momentum, 90-day outcome tracking, and Telegram alerts.

EDUCATION & CREDENTIALS

BMS College of Engineering - B.E. Information Science & Engineering, **CGPA: 9.55/10.0** | 2020 - 2024

Certifications: AWS Cloud Practitioner; Google Cloud Infrastructure Modernization; Website Penetration Testing. **Recognition:** Acknowledged by NCIIPC/NTRO (Govt. of India) for responsible cybersecurity research; Top 2000 researcher on Bugcrowd.