

DARSHIL KOTHARI

Site Reliability and DevOps Engineer

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I like problems that sit between people and systems. The work I am proudest of is rarely the clever fix, it is the pattern that meant nobody had to solve it again.

PROFESSIONAL SUMMARY

Senior engineer with more than seven years across applied artificial intelligence and cloud engineering, currently focused on generative and agentic AI. I design, build and deploy large language model and agentic systems with tool use and function calling (MCP, Claude, OpenAI) in Python and FastAPI, from proof of concept through to secure production.

My work spans retrieval augmented generation pipelines and LLMOps practice, including automated evaluation with golden datasets, observability and tracing, prompt versioning, guardrails and cost and latency optimisation. This sits on top of a strong production record in site reliability, DevOps and platform administration across AWS, Azure and Google Cloud, where I own access, governance and platform health as well as the code. I enjoy mentoring engineers and translating business problems into scalable, well governed AI solutions.

KEY SKILLS

Generative and Agentic AI: Large language models (Claude, OpenAI), Model Context Protocol, tool use and function calling, LangGraph and LangChain, multi agent workflows, embeddings and rerankers, prompt engineering

Retrieval and LLMOps: Vector databases, hybrid search, chunking, retrieval frameworks, automated evaluation with golden datasets, observability and tracing, prompt versioning, cost and latency optimisation

Responsible AI and Security: Role and attribute based access control, governance and risk management, auditability, GDPR, SIEM

Cloud and DevOps: AWS, Azure and Google Cloud; Docker and Kubernetes; Terraform, Ansible and Pulumi; CI/CD with GitHub Actions, Azure Pipelines, Jenkins and GitLab; Python, FastAPI, SQL, Bash and Git

Observability and Reliability: Dynatrace, Splunk and New Relic; service level objectives, incident management, root cause analysis, chaos engineering with Gremlin

Delivery and Consulting: Business analysis, functional design, stakeholder management, Agile and Scrum, mentoring and reference architectures

PROFESSIONAL EXPERIENCE

Site Reliability Engineer (Generative and Agentic AI)

May 2023 to Present

One NZ (via Infosys), Auckland, New Zealand

- Build end to end generative and agentic AI solutions, including multi agent workflows with tool use and function calling through the Model Context Protocol, integrated with enterprise data platforms.
- Engineer retrieval and grounding pipelines covering chunking, hybrid search, metadata filtering, embedding models and vector databases, with feedback loops and testing that improve reliability and factuality.
- Establish LLMOps practice across automated evaluation, observability and tracing, prompt versioning, and cost and latency optimisation.
- Embed responsible AI and security controls across the software development lifecycle, including personal data handling, access control, guardrails and prompt injection awareness, using containerisation, CI/CD and infrastructure as code.
- Build AI driven observability and incident response agents on Dynatrace for Azure OpenShift, MuleSoft and Kafka, applying agent tool use to triage and remediation.

- Led a legacy to cloud migration using cloud native CI/CD and infrastructure as code, cutting operational cost by 30 percent, saving about \$150,000 a year and lowering maintenance overhead by 60 percent.
- Built reusable automation accelerators with Ansible Tower, reducing provisioning time from two days to four hours, and delivered real time dashboards that enabled 75 percent faster issue resolution.
- Serve as DevOps platform administrator, owning access management, governance, configuration and platform health across Azure DevOps, Git, Terraform, Jira, Splunk and Nagios.

Site Reliability Engineer

June 2022 to May 2023

Vodafone NZ (via Infosys), Mumbai, India (Remote)

- Built CI/CD pipelines using Jenkins and Docker, and managed multi cloud Kubernetes across AWS and Azure with infrastructure as code in Terraform and Ansible.
- Performed incident root cause analysis and monitoring with Nagios and Splunk to maintain reliable production systems.
- Provisioned AWS services including EC2, S3, ELB and RDS, and automated routine operations in Python and Bash with version control in GitLab.

Site Reliability Engineer

January 2022 to May 2022

Macy's (via IBM), United States (Remote)

- Automated operations with Python and Bash for high availability retail systems, with monitoring and alerting to detect anomalies early.

DevOps Consultant

August 2021 to January 2022

Burberry (via IBM), London, United Kingdom (Remote)

- Built CI/CD and infrastructure automation, and set deployment standards that improved pipeline reliability across client teams.

DevOps Engineer (IT Specialist)

September 2018 to July 2020

Lufthansa Airlines (via IBM), Frankfurt, Germany

- Administered Lufthansa's global marketing platform on Adobe Experience Cloud, keeping a business critical, customer facing system stable and available for distributed teams worldwide.
- Owned instance management, deployment scheduling, upgrades and certificate renewals with minimal disruption to live operations.
- Governed user permissions and roles across globally distributed teams, with monitoring and audit checks to protect data security.

EDUCATION

Bachelor of Technology, Information Technology, NMIMS Mukesh Patel School of Technology and Engineering, Mumbai, 2018

CERTIFICATIONS, AWARDS AND LANGUAGES

Generative AI (Infosys) | Microsoft Azure Fundamentals (AZ-900) | Gremlin Chaos Engineering (Enterprise, Professional, Practitioner) | Cyber Security in the SDLC (Infosys) | Adobe Experience Platform

Awards: One NZ Champion, Infosys Star of the Quarter, Burberry Shining Star. **Languages:** English, German.