

NEEL THOMAS

Sr Software Engineer (DevOps)

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SUMMARY

DevOps / SRE with 10+ years of experience building scalable, reliable infrastructure and internal platforms across cloud-native environments. Strong background in Kubernetes, observability, and developer enablement, with a recent focus on AI infrastructure, AIOps, and MCP platforms. Based in Mesa, Arizona (permanent resident).

EXPERIENCE

Sr Software Engineer, DevOps | Life360

08/2025 to Present

- Part of the Cloud Success team, responsible for CI/CD, observability, and release pipeline management across Life360.
- Built Eagle-Eye, an internal AI-powered observability tool (later evolved under AI-Core), providing a single-pane-of-glass view across metrics, logs, alerts, and debugging context for on-call engineers.
- Open-sourced Eagle-Eye as an MCP server (GitHub), with 10+ public stars and growing, validating real-world adoption and community interest.
- 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).
- Led technical evaluation of 30+ AI developer tools and MCP frameworks (e.g., Langfuse), establishing standards for observability, security, and operational readiness.
- Created an internal vibe-coding platform called SLICK (Streamlit One-Click), built on top of the existing GitOps stack to enable rapid deployment of AI-powered applications.
- SLICK was adopted by 10+ internal teams, with the largest success in Ads and Marketing, enabling a chat application integrating Databricks MCP using Claude function calling.
- Designed and provisioned a dedicated EKS cluster for custom MCP workloads, defining standardized deployment and operational patterns.

Sr Software Engineer, Network Operations | Life360

06/2023 to 07/2025

- Part of the Infrastructure Observability team supporting 100M+ global users.
- Owned observability for 125+ Kubernetes-based backend services, including metrics, logs, alerts, and incident-response tooling.
- Implemented Vector to replace third-party logging agents, enabling centralized log ingestion with sensitive-data redaction.
- Platform processes 6TB+ logs daily, deployed on Kubernetes with Karpenter-based autoscaling.
- Deployed Prometheus on EKS using kube-prometheus-stack and implemented PrometheusRule CRDs.
- Led a successful 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; rollout was deferred due to existing Datadog contractual constraints.
- Deployed an eBPF-based service-mapping solution for real-time dependency visualization across Kubernetes services.

DevOps Engineer | Dview.io

11/2022 to 05/2023

- Founding engineer at a pre-seed data platform startup.
- Designed and implemented full AWS infrastructure using Terraform, Terragrunt, and Atlantis.
- Built multi-region EKS clusters (us-east-1, ap-south-1).
- Implemented GitOps deployments using ArgoCD.
- Defined SLI/SLO frameworks and observability using Prometheus, Grafana, and SigNoz.

DevOps Consultant | Freelance Consultant

05/2022 to 11/2022

- 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 to 05/2022

- Built the entire cloud and Kubernetes infrastructure 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 to 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 to 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 to 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 (80%) | Cochin University, Kerala, India

2015

SKILLS

Python	Bash	Terraform
Terragrunt	CloudFormation	AWS
Azure	Kubernetes	ArgoCD
Argo Rollouts	KEDA	Kyverno
Istio	Prometheus	Grafana
Datadog	New Relic	Vector
OpenTelemetry	Atlantis	Linux
CI/CD	Observability	GitOps
EKS	Jenkins	Mesos
Cloud-native environments	Developer enablement	AI infrastructure
AIOps	MCP platforms	SRE