Alok

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EDUCATION

- **Lingaya's University**
  Bachelor of Engineering in Computer Science; CGPA: 6.9

  Faridabad, India

  April. 2010 – March. 2014

EXPERIENCE

- **Flipkart**
  Senior Site Reliability Engineer

  Bangalore

  Dec 2022 - Present

  - **Event-Driven Automation**: Lead a team of interns with FTEs & onboarded, introduced Stackstorm in Flipkart. The event-driven automation support made our alerts smarter & the cookbooks reduced the manual work of teams by 65%.
  - **VM Service Catalog**: Service Catalog for VM-based stateful systems. Using Saltstack in the background to gather all the grains, this system is scalable enough to manage tens of thousands of servers, and fast enough to communicate with each system in seconds.
  - **Codelift**: Leading a team of 3, built a platform focussed on mass upgrades of code repositories with special focus on upgrading libraries & runtime environments like JDK. (53 %success rate currently.)
  - **Eventstore Platform**: (Early stages) Alongwith a team of 6, building a platform which will solve our use cases for Distributed Tracing, Service Graphs, Logging, Change Management, any other suructured event use cases.

- **Yugabyte**
  Site Reliability Engineer

  Bangalore

  June 2022 - Dec 2022

  - **Secret Management**: Developed a secret management tool & completed the migration of org-wide secrets from a previously used tool, moving more than 80% of the org secrets.
  - **Test Coverage**: Drove an org-wide exercise to increase the test coverage & linting of the codebase from 19% to 65%.

- **Arcesium**
  Reliability Engineering Lead

  Bangalore

  Mar 2021 - June 2022

  - **Hiring and Training**: Hired, trained & managed a team of 8 amazing SREs, building a strong base of engineers.
  - **Incident Management Bot**: Built an Incident Management bot using Opsdroid which got up to 100% adoption within 4 months of launching & reduced the manual work of the team by more than 70%
  - **SLI/SLO**: Started & established the org-wide practice of SLI & SLO creation & were successful with 30% of teams in the first phase of 90 days. Also helped teams build their monitoring around it.

- **Expedia**
  Software Development Engineer/Lead DevOps Engineer

  Gurgaon/Bangalore

  Oct 2015 - Oct 2020

  - **Sponsored Listing**: Built an ad product from scratch [Sponsored listing] using web components which got the highest number of impressions at one point with an above industry-average conversion rate.
  - **Notification Delivery Platform**: Collaborated with another team to develop a notification delivery platform, integrating it into the organization's wide CI/CD pipelines as the standard.
  - **Logging & Monitoring Framework**: Led a team of 5 contractors & FTEs to design & build an end-to-end logging plus monitoring framework which helped us identify the seasonality of our ads sales, monitor the golden signals, and figure out issues in real-time helping the org save thousands of dollars over time.
  - **Operations to DevOps transition**: Technical Lead for a team of 10 operations analysts & mentored them to become successful DevOps engineers. Helped hire new team of devops engineers for a sister organisation
  - **Change Management System**: Designed and created a change management system that logs more than 95% changes on the Expedia platform to ServiceNow.

- **TCS** Chennai
  Systems Engineer *Sep 2014 - Sep 2015*
  - **Bill Generator**: Created Windows-based UI for users to work on the risk files, update databases & generate billing information for auto insurance which eliminated human errors completely.
- **Airtkt** Delhi
  Web Developer *Feb 2014 - Aug 2014*
  - **Search Filters & Notifications**: Added flight search filters to Airtkt.com for better customer experience & implemented a near real-time notification service for the support team

PROJECTS

- **T-Rex**: My version of Chrome T-rex game.
- **Tweetcheat**: Using Tweepy, Tweetcheat parses tweets containing certain texts and then retweets/favorites them to win gifts/coupons

TECHNICAL SKILLS

Languages: Python, JavaScript, HTML/CSS
Frameworks: Node.js, Flask
Developer Tools: Git, VS Code, Visual Studio, PyCharm, IntelliJ, VIM
Cloud Providers: AWS, GCP
Databases: MySQL, Postgres, Mongo
Monitoring Tools: Catchpoint, Datadog, Grafana, Prometheus, Splunk, Kibana
CI/CD: Jenkins, Ansible, Terraform, CloudFormation
Container Tools: Docker, Kubernetes
Other Tools/Services: ServiceNow, Saltstack, Stackstorm, Elasticsearch