

# Alok

<https://www.linkedin.com/in/alok92/>

Email : alokc24@gmail.com

Mobile : +91-91761-45275

## EXPERIENCE

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- **Flipkart** Bangalore  
*Senior Site Reliability Engineer* *Dec 2022 - Present*
  - **Event-Driven Automation:** Spearheaded adoption of StackStorm for event-driven automation across multiple orgs, leading a blended team of 5 and reducing manual intervention in operational workflows by 65%, significantly improving incident response and engineering efficiency.
  - **VM Service Catalog:** Architected and delivered a high-scale VM Service Catalog leveraging SaltStack, enabling orchestration across 30,000 servers in under one second and standardizing VM provisioning for platform-wide use.
  - **Codelift:** Leading a team of 6 engineers to build "Codelift," a scalable internal developer platform automating mass codebase and runtime upgrades (e.g., JDK, libraries), achieving a current success rate of 53% and reducing manual upgrade cycles org-wide.
  - **Eventstore Platform:** (Early stages) Driving strategy and technical direction for a unified observability platform (Eventstore), collaborating with 10 senior engineers across teams to consolidate distributed tracing, service graphs, logging, and change intelligence into a single pane of glass.
- **Yugabyte** Bangalore  
*Site Reliability Engineer/Manager* *June 2022 - Dec 2022*
  - **Secret Management:** Led the org-wide migration of sensitive secrets to a centralized, secure vault-backed solution, achieving 100% adoption across the organization, enhancing compliance and reducing security vulnerabilities by standardizing secret access and lifecycle management.
  - **Test Coverage:** Drove a quality-first initiative to uplift test coverage from 19% to 65% across critical services, embedding linting and testing into CI/CD pipelines and improving deployment confidence at scale.
- **Arcesium** Bangalore  
*Reliability Engineering Lead/Manager* *Mar 2021 - June 2022*
  - **Hiring and Training:** Built and scaled a high-performing SRE team (2 Tech Leads, 7 SREs). Owned recruitment, onboarding, and ongoing mentorship, including performance management and career development plans—resulting in 4 internal promotions and significantly improved retention.
  - **Incident Management Bot:** Designed and implemented an Incident Management bot using Opsdroid, achieving 100% adoption within 4 months and reducing toil in on-call workflows by over 70%, aligning with SRE best practices for automation.
  - **SLI/SLO:** Led org-wide adoption of SLI/SLO practices, onboarding 30% of teams in 90 days. Partnered with Engineering and Product to align reliability goals with OKRs, while coaching teams on operational maturity and long-term planning.
  - **Team Strategy & Execution:** Led team-level sprint execution, backlog grooming, and velocity tracking. Conducted regular 1:1s, performance evaluations, and growth check-ins, aligning individual development with team and org-level goals.
- **Expedia** Gurgaon/Bangalore  
*Software Development Engineer/Lead SRE* *Oct 2015 - Oct 2020*
  - **Sponsored Listing:** Led the design and launch of a high-impact Sponsored Listings ad product, driving multi-million dollar revenue with a 6% 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 to develop an end-to-end logging and monitoring framework, reducing Mean Time To Detection (MTTD) by 80%, resulting in \$2-3 million USD per year in cost savings, and contributing to a significant reduction in overall downtime
  - **Operations to SRE transition:** Pioneered a cross-functional upskilling initiative that transitioned 10 operations analysts into fully functional SREs, enhancing team capabilities while fostering a strong DevOps culture.

- **Change Management System:** Developed a change management system integrated with ServiceNow, capturing over 95% of platform changes for enhanced traceability.
- **People & Sprint Leadership:** Owned sprint ceremonies (planning, grooming, retrospectives) and quarterly team goals. Conducted performance reviews, drove individual development plans, and mentored junior engineers across SRE tracks.

## • 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

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

## TECHNICAL SKILLS

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**Languages:** Python, JavaScript, Bash

**Markup & Configuration Languages:** HTML, CSS, JSON, YAML

**Frameworks & Backends:** Node.js, Flask

**Developer Tools:** Git, VS Code, Visual Studio, PyCharm, IntelliJ, VIM, ServiceNow

**Cloud & Infrastructure:** AWS, GCP, Terraform, CloudFormation, Ansible

**Databases:** MySQL, PostgreSQL, MongoDB

**Monitoring & Observability:** Datadog, Prometheus, Grafana, Splunk, Kibana, Catchpoint

**Containers & Orchestration:** Docker, Kubernetes, Helm

**CI/CD & Automation:** Jenkins, ArgoCD, GitLab CI/CD, StackStorm, SaltStack

**Logging & Message Brokers:** Elasticsearch, Kafka, Zookeeper