

# 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:** Led a team of 5 interns and FTEs to onboard Stackstorm, enabling event-driven automation that enhanced alert intelligence and reduced manual operational tasks by 65%.
  - **VM Service Catalog:** Developed a scalable VM Service Catalog using Saltstack, capable of managing tens of thousands of servers with sub-second communication speeds.
  - **Codelift:** Leading a team of 6, 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) Leading a cross-functional team of 10 senior engineers to build a unified platform addressing Distributed Tracing, Service Graphs, Logging, and Change Management use cases.
- **Yugabyte** Bangalore  
*Site Reliability Engineer/Manager* *June 2022 - Dec 2022*
  - **Secret Management:** Led the migration of 80% of organization-wide secrets, introducing a more secure and efficient management process, improving compliance and security posture.
  - **Test Coverage:** Led an organization-wide initiative to improve test coverage and linting, increasing codebase quality from 19% to 65%.
- **Arcesium** Bangalore  
*Reliability Engineering Lead/Manager* *Mar 2021 - June 2022*
  - **Hiring and Training:** Hired, trained & managed a team of 2 Tech Leads & 7 SREs. Successfully advocated 4 internal promotions.
  - **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:** Initiated and established SLI/SLO practices across the organization, onboarding 30% of teams in the first 90 days and supporting their monitoring implementations
- **Expedia** Gurgaon/Bangalore  
*Software Development Engineer/Lead SRE* *Oct 2015 - Oct 2020*
  - **Sponsored Listing:** Designed and launched a Sponsored Listing ad product using web components, achieving the highest impression rate among ad types and generating multi-million-dollar revenue with above-industry conversion rates.
  - **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, enabling real-time issue detection, seasonality analysis, and cost savings in ad sales.
  - **Operations to SRE transition:** Mentored and transitioned 10 operations analysts into successful SREs while conducting regular 1:1s and performance evaluations to foster growth.
  - **Change Management System:** Developed a change management system integrated with ServiceNow, capturing over 95% of platform changes for enhanced traceability.
- **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