

# BALASUNDARAM N



balaforsre@gmail.com



Bengaluru



<https://www.linkedin.com/in/balasundaram-n-43471115/>



<https://medium.com/p/9d8bac0ce558>

## PROFESSIONAL SUMMARY

- Seasoned SRE Lead with extensive experience in driving system reliability and operational excellence at Outsystems India. Demonstrated expertise in AWS, Docker, and Kubernetes, with a strong focus on leading global teams in implementing DevOps best practices. Adept in fostering a culture of cloud security and cost efficiency, underscored by a track record of mentoring teams towards Kubernetes certification and operational achievements. Demonstrated proficiency in implementing Telco solutions at prestigious customer datacentres in Europe, Latam, SE Asia countries and engaged with customers across the globe for cloud solutions.

## SKILLS

Linux

AWS

Scripting

Docker

Kubernetes

MariaDB

Postgres

## EXPERIENCE

### LEAD, SRE, Bangalore

Outsystems India pvt Ltd, July 2022–Present

- Elevated system reliability by 30% for a low-code SaaS solution through strategic SRE/DevOps practices by defining and optimizing SLI, SLO, and SLA using Nabl9
- Implemented automation using Rundeck on ECS, reducing incident response time and streamlining incident management with PagerDuty
- Enhanced security through regular Hardeneks assessments and improved OPA policies
- Managed a global SRE team, balancing agility and stability, and simplifying system operations
- Promoted cloud security awareness via internal blogs and threat models
- Led projects in chaos engineering, cost optimization, and mentored engineers for Kubernetes certifications
- Recognized as a CNCF Kubestronaut.

### SENIOR, SRE, Bangalore

UIPath Software Ltd, January 2022–June 2022

- Managed SRE/DevOps practices and participated in on-call rotations to ensure service availability
- Implemented RCA and problem management for major incidents, integrating them with the software lifecycle using Azure DevOps
- Centralized service alerts and created runbooks for efficient incident handling.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.

## **SENIOR, SRE, Pune**

Coupa Software Ltd, March 2021–January 2022

- Led SRE/DevOps practices, ensuring service availability through on-call rotations
- Automated key processes using Chef and Rundeck, reducing manual tasks
- Managed and troubleshooted Elasticsearch, ELK, and Logstash deployments
- Oversaw AWS to Azure resource migration and monitored using Grafana and New Relic.

## **TECHNICAL LEAD, DEVOPS, Bengaluru**

Quest Global Ltd, September 2020–February 2021

- Implemented SRE/DevOps solutions, including a blackbox exporter for AppleCloud metrics.
- Guided team through technical obstacles with expertise of system details.
- Performed troubleshooting of application issues reported by customers or users.

## **SENIOR ENGINEER, DEVOPS, Bengaluru**

Onmobile Global Ltd, April 2017–August 2020

- Deployed OnMobile products on AWS and on-premise, coordinated with customers for remote site integration, and performed vulnerability assessments
- Managed NFS Share and iSCSI LUN on storage devices, and worked on Docker and Kubernetes.

## **SENIOR ENGINEER–SYSTEM INTEGRATION, Bengaluru**

OnMobile Global Ltd, April 2012–March 2017

- Led system integration and acceptance testing, provided technical support, and managed project documentation.

## **PRODUCT SUPPORT SPECIALIST/ PRODUCT SUPPORT LEAD, Bengaluru**

OnMobile Global Limited, June 2006–March 2012

- Managed release documentation, tracked deployments, mentored support teams, and maintained OnMobile CMS servers.

## **EDUCATION**

---

### **MASTER OF SCIENCE IN INFORMATION TECHNOLOGY**

M.G.R. Engineering College, Anna University, January 2005

## **CERTIFICATIONS**

---

- Certified Kubernetes Administrator
- Certified Kubernetes Security Specialist
- LFC131: Green Software for Practitioners
- Kubernetes and Cloud Native Security Associate Exam
- CloudSkillboost Certifications from Google
- Certified Kubernetes Application Developer
- Kubernetes and Cloud Native Associate
- Prometheus Certified Associate
- Kubestronaut From Linuxfoundation

## ACCOMPLISHMENTS

---

Created detailed test plans, cases, and scripts that became company standards, enhancing technical support and boosting profits. Managed multiple high-level projects, consistently delivering ahead of schedule. Completed NPTEL IIT Kanpur course on Cloud Computing & Distributed Systems with a 75% score (Aug-Oct 2018). Recently presented a session about Gateway API on [Devscribe event](#) at Google office, Bangalore. Also, presentation and webinar on Container Networking in the Docker community event

## REFERENCES

---

References available upon request