Balakrishnan Vasudevan

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SUMMARY

• Site Reliability Engineer with over 10 years of experience in cloud, on-prem infrastructure, Unix/Linux systems administration, and hands-on incident management across various platforms.
• Passionate about learning and technical problem-solving while optimizing distributed systems' efficiency, reliability, performance, and security.

EXPERIENCE

Senior Platform Engineer
Oak Street Health **July 2024 onwards, Remote**
• Lead Platform Engineer, managing the Canopy platform's cloud infrastructure and CI/CD to drive innovative healthcare solutions.
• Spearheaded incident response strategies, ensuring timely resolution of platform disruptions, minimizing downtime, and maintaining SLA commitments.

Site Reliability Engineer
Rad AI **January 2024 – May 2024, Remote**
• Successfully managed and led critical incidents as Incident Commander, ensuring timely resolution and post-incident analysis to prevent recurrence.
• Built Rad AI's tracing infrastructure with OpenTelemetry collectors and Signoz providing a 60% increase in system visibility.
• Built monitoring and logging infrastructure to support new product offerings on GCP.
• Reduced alert noise by 70% and streamlined alert delivery to individual product teams.
• Increased security posturing by integrating tools like Secureframe and automating access key rotations across multiple AWS and GCP accounts.

Senior Software Engineer
Salesforce.com **June 2020 -September 2023, Remote**
• Tech Lead for handling the deployment of integrations using Spinnaker to the Hyperforce platform. Helped scale up the deployment of the pipeline from just 10 to more than 400 AWS clusters, saving 75% in deployment time.
• Led a cross-functional collaboration with 20 teams within Salesforce, taking ownership of the planning, implementation, and troubleshooting of integrations on a bi-monthly cadence.
• Automated deployments to provide 70% savings in man-hours spent on the release process.
• Directed incident management efforts for Kubernetes and Docker-based compute, service discovery and software load balancing infrastructure reducing Mean Time to Recovery (MTTR) by 30%.
• Coordinated post-incident reviews to drive continuous improvement and root cause analysis.
• Ensured consistent 99% SLA for security patching for more than 4000 hosts with regular triaging.
• Reduced availability issues during host and rack patching by 90% by implementing safeguards.

Cloud Infrastructure Engineer
Shape Security (F5 Networks) **December 2018 - June 2020, Santa Clara, CA**
• Site reliability, and operations for Shape Protection Manager in a multi-cloud environment – AWS and GCP.
• Responsible for operating and maintaining a data pipeline using Kafka with Avro publishers and custom Java consumers designed to write more than 8TB of data daily to 5 Elasticsearch clusters, AWS S3, and GCP GCS Object Stores.
• Release cycle, provisioning, and configuration management on Production, QA, and Staging environments using Terraform and Salt. Reduced the average deployment time by 50% using automation.
• Led the team's work on monitoring: Process, configuration, and threshold monitoring using Datadog, Prometheus, and Stackdriver.

Web Operations Engineer
Appfolio **February 2016 - December 2018, Goleta, CA**
• Site reliability for a SaaS product: >99.99% uptime as monitored by Pingdom.
• Systems administration, configuration, and release management for Production, QA, and CI environments on bare metal and AWS platforms.
• Monitoring and Analysis: Lead engineer for the team's work on monitoring, including performance analysis for servers to optimize load and increase backend performance, troubleshooting, developing custom Ruby and Python scripts to monitor performance, and alert tuning.
• Automated provisioning of new servers reducing server provisioning time by 70%.

Software Engineer Intern
Appfolio **June 2015 - September 2015, Goleta, CA**
• Identified and improved persistent issues with the data center network like port flaps and packet discards leading to a 40% decrease in port flapping.
• Improved visibility for monitoring link failures and status changes.
• Performed a comprehensive analysis of existing monitoring infrastructure identifying and improving gaps in alerting and reporting reducing downtime by 90%.

Senior Engineer-IP/MPLS
Ericsson Global Services (India) Pvt. Limited **July 2011 - September 2014, Chennai, India**
• Led a team of three engineers handling designing and optimizing Microwave, Optical, and Ethernet-based transport networks for 2G, 3G, and 4G services in India and Africa involving Juniper, SmartEdge, and Huawei routers.
• Reduced time to carry out performance monitoring activities on the network by 90% using bash and VB scripting.
• Designed the transport network for 6 cities in South Africa to support more than 2000 3G base stations.
• Set a network performance benchmark by troubleshooting routing protocols like OSPF, BGP, and MPLS, ensuring minimal latency, packet drops, errors, and congestion in the backbone network.

EDUCATION

Master of Science
University of California • Santa Barbara • 2015

Bachelor of Engineering
Anna University • Chennai, India • 2011

TECHNICAL SKILLS

AWS, GCP, Azure, On-prem infrastructure

Python, Bash

System Design and Architecture

Site Reliability Engineering

DevOps

Kubernetes

Docker

GitHub

Jira

Spinnaker, Jenkins, TeamCity

Terraform, Pulumi

Kafka, Elasticsearch,

Splunk, New Relic, Stackdriver, Prometheus, Datadog, LogicMonitor, OpenTelemetry, Signoz, Zabbix, Graylog

Puppet, Helm, Salt

Incident Management, Root Cause Analysis, Post-Incident Reviews, Incident Command