

# Balbir Singh

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## Personal Profile

I am currently associated with Guidewire Software Inc and working as a **Staff Site Reliability Engineer** and responsible to serve as a primary point of contact for the overall health, performance and capacity of our customer facing services hosted on k8s platform known as Guidewire Cloud Platform (GWCP) in the AWS cloud. I take pride in building platform which is highly scalable, highly available, secure and serving with low latency

## Skills

<b>Programming</b>	Bash, Perl, Python, Ruby, Go
<b>Deployment</b>	Ansible, Terraform
<b>Platform</b>	Linux , AWS Cloud, Docker, Kubernetes
<b>Observability</b>	Nagios, Splunk, Prometheus, Grafana, Datadog
<b>CI/CD</b>	Jenkins, Github Actions, TeamCity
<b>Services</b>	DNS, DHCP, CDN, PXE, Consul, Netscaler
<b>Databases</b>	Postgres, MongoDB, DynamoDB
<b>Certificates</b>	RHCE, SCSA, CCNA, AWS CP, Terraform CA, CKA

## Education

### Symbiosis International University

Pune, India

Masters

2007

- Member of the organizing committee of GNUUnify'06
- Member of PLUG (Pune Linux User Group)

### Birla Institute of Technology

Ranchi, India

Bachelors

2005

- Founding member of the IT club
- Selected for Tata Steel's industrial Visit among the top of the class

## Work Experience

### Guidewire Software Inc

San Mateo, USA

Staff Site Reliability Engineer

January 2023 - Present

- Migrated legacy workloads to next-gen k8s platform
- Built DR solution reducing RTO (Recovery Time Objective ) from 6h to 30min
- Mentor and provide guidance to distributed team of senior SREs (US, EMEA & APAC)
- Ensured 99.99% uptime across 100+ microservices by optimizing k8s clusters
- Program lead for Guidewire Production Readiness (GPR) to assess and provision new services to production

### Groupon Inc

Santa Clara, USA

Team Lead - Site Reliability Engineering

February 2017 - January 2023

- Leading the effort to migrate on-prem services our cloud partner AWS
- Program lead for load balancer infrastructure which was processing 10K RPS
- Analyze system performance, identify problems, design, develop, and implement solutions

## **Groupon Shared Services Private Limited**

*Bengaluru, India*

### **Senior DevOps Engineer**

*Aug 2015 - Feb 2017*

- Migrating the VIS infrastructure from LUP1 to DUB1 and from SNC1 to SAC1
- Supported the infrastructure of NTTHK Data Center for Tiger countries including Indonesia
- Responsible for DevOPS and Release Engineering for a highly scalable cloud commerce platform
- Partnered with product teams to embed SRE practices early in the SDLC, reducing production incidents by 40%

## **Thermo Fisher Scientific India Private Limited**

*Bengaluru, India*

### **Senior Site Reliability Engineer**

*Apr 2014 - Jul 2015*

- Working on Amazon Web Services as a Cloud Computing Infrastructure
- Mentor for the new joinee and the junior people in the team
- Ensure scalability and reliability of production servers
- Automated the infra using Chef and Cloud Formation

## **LinkedIn Technology Information Private Limited**

*Bengaluru, India*

### **Team Lead - Site Reliability Engineering**

*Nov 2011 - Feb 2014*

- Assist in the roll-out and deployment of new product features
- Installations to facilitate our rapid iteration and constant growth
- Served the role of Technical escalation Manager during the India TZ
- Build the team of 10 and started NOC Operation from Bangalore office

## **Cisco Systems India Private Limited**

*Bengaluru, India*

### **IT Engineer**

*Sep 2010 - Nov 2011*

- Designed and automated DR which reducing failover time by 50%
- Migration of business critical application from SJ to RCDN data center
- SME of messaging Infrastructure for Tibco implementation of JMS, BPIM and WSG

## **Yahoo Software Development India Private Limited**

*Bengaluru, India*

### **Production Engineer**

*Mar 2008 - Aug 2010*

- Installing, Configuring and deploying the RedHat and FreeBSD server
- Ensuring data flow across pipelines and delivering data to customers within SLA
- Building system, application installation, testing, cluster management & validating delivered data

## **Google India Private Limited**

*Hyderabad, India*

### **Associate System Administrator**

*Jul 2007 - Jan 2008*

- Management of the regional datacenter
- Configuration, deployment and management of the internal services in APAC and EMEA

## **Interests**

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**Motorcycle Riding** I love to ride and once traveled across India on my 350cc Royal Enfield, which I still ride whenever I visit India

**Home Lab** I enjoy playing with anything related to Linux or Kubernetes in my home lab

**References available upon request**