

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

Programming Bash, Perl, Python, Ruby, Go

Deployment Ansible, Terraform

Platform Linux, AWS Cloud, Docker, Kubernetes

Observability Nagios, Splunk, Prometheus, Grafana, Datadog

CI/CD Jenkins, Github Actions, TeamCity

Services DNS, DHCP, CDN, PXE, Consul, Netscaler

Certificates RHCE, SCSA, CCNA, CKA, AWS CP, Terraform CA

Education

Symbiosis International University

Pune, India

Masters

2007

- Member of the organizing committee of GNUnify'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 to 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 NTT HK 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

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