# **ESWAR KRISHNAN**

## **Professional Summary:**

* Technical management of core DevOps/SRE practices & new initiatives thereby building highly evolving services and teams. Device tech strategy aligning with product’s vision and company's focus.
* Amazon AWS certified Solutions Architect - Associate provides a strong head start & technical expertise in managing cloud architectures at various scales.
* 13+ years of professional work experience in E-commerce, Start-up, Internet and Fin-tech domains.

## **Professional Work Experience:**

### **DFS venture Singapore PTE Limited – Singapore (Jun 2019 – Present)**

Designation: Manager, DevOps and SRE Transformation

* Part of the TIP (Travel Industry Portal) group. Building services for consumers and stakeholders who are part of the traveler’s journey, thereby enriching their everyday experiences.
* Technical management role to bring in and transform DevOps/SRE initiatives, building reliable and resilient platforms and practices to cater towards DFS's Travel Industry backbone.
* Lead building of Kubernetes based platform for faster, zero downtime and reliable delivery of code to production, shortening the shipping cycle from 2 months to 2 weeks. Experience with Jenkins, GitLab for CI/CD, Nexus as artifact repo, BitBucket as version control
* Initiative of Automated testing (SAST) with SonarQube and integration to pipeline for early detection and fix, ensuring comprehensive code coverage
* Led initiative to organize and maintain Configuration management for Infrastructure provisioning and managing Application stack using Terraform and Ansible.
* Establish automated way of Infrastructure provisioning and delivery chain using Infrastructure as Code topologies
* Focused on performance testing by tools like Gatling to establish benchmarks per business requirements and possible integration to deployment pipeline
* Per SRE principles, leading the initiative of Automation of daily activities, workflows and batches

using Kubernetes and Mesos

Capacity planning, architecting and designing the key components and flows of core applications, played key role in the implementation phase from scratch

* Optimize Infra footprint by ~25% via measures like scheduled Autoscaling, streamlining processes, dynamic provisioning methodologies
* Understanding and experience with Management of a distributed Kafka cluster and knowledge of Stream Processing platforms
* Knowledge and understanding of fault tolerant, Distributed Systems and operating them as they scale. Experience designing, developing, debugging, and operating resilient distributed systems that run across compute nodes in multiple data centers
* Led the initiative of implementing highly available and resilient application architectures to ensure durability and availability of product, post implementation
* Active involvement in initiating and accomplishing AWS Cloud Platform initiatives and evangelize cloud operations. Experience in driving AWS could operations and initiatives across the team.
* Active involvement in setting up SRE practices for effective handling of post-production activities, Incident management, self-healing initiatives
* Leading production incidents, ensuring appropriate ownership and where necessary, solution and rollout interim/long term fixes or workaround to temporarily mitigate or prevent a reoccurrence of the issue.
* Introducing the approach of measuring key elements and metrics to establish SLIs leading towards defining the SLOs of the product. Experience in managing: Datadog, ELK (Elastic-search Logstash Kibana), Nagios, NewRelic, Rundeck, Uptrends, Cloudwatch, Grafana
* Reduce recovery time from production load failures (MTTR) by more than 50% by predetermined incident responses, runbooks, self-healing approach
* Streamlined Incident Resolution via on-call:PagerDuty. Analyze patterns & fine-tune processes with postmortems, cultivate best practices and training.
* Managing technical team of size: 4-6 members co-located & spread remotely. Passion for teamwork and collaboration, Adaptability, Customer Focus, Results, and Innovation.
* Delivery management, ITIL processes, Kanban/Scrum agile methodologies
* Worked on new project proposals, device the tech strategy, budget planning and allocations
* Worked with engineering teams as a technical lead on operating software and systems at scale, teaching them from my experience or know-how, and helping them reach their goals.
* Work very closely with C-suite, management to report on delivery impediments, risks, issues, and changes associated to the product initiatives, roadmap updates, drive new initiatives
* Resolving conflicts by demonstrating leadership and appropriate decision-making capabilities
* Liaison with external vendors to introduce new tech partnerships and leverage new SRE tools

### **Rakuten, Inc. – Tokyo, Japan (Jul 2015 – May 2019)**

Designation: Technical Assistant Manager (DevOps/SRE)

* Through Rakuten Super Point, enhancing & transforming everyday experiences of millions of users connected to Rakuten's e-commerce services
* Managing technical team of size: 4-6 members co-located & spread remotely

Capacity planning & Infrastructure optimization, BCP planning and implementation

* Device tech strategy/vision for DevOps teams aligning with group's broader goals
* Normalize and eventually standardize the technology stack to reduce variability
* Expand DevOps practices and Automate Infrastructure Delivery, Provide Self-service capability
* Technical Project Management, end-to-end agile/scrum management, budgeting for the projects and team
* Build DevOps/Production-Support/Site-Reliability teams from ground-up, co-located and remote hiring, retaining, personal development, progression & welfare of the team
* Promote self-service platforms, self-healing architectures, micro-service-based implementations, reduce time to market practices
* Work closely with cross-functional team members to coordinate operational efforts in development of product and deliver new features to the market
* Work very closely with management to report on delivery impediments, risks, issues, and changes associated to the product initiatives, roadmap updates, drive new initiatives
* Resolving conflicts by demonstrating leadership and appropriate decision-making competencies
* Liaison with external vendors to introduce new tech partnerships and leverage new DevOps tools
* Active involvement in initiating and accomplishing Cloud Platform initiatives and Evangelize Cloud Operations

Designation: Technical Architect (DevOps/SRE)

Technically Architect and implement new tech initiatives to build and transform DevOps/SRE team in alignment with the core businesses and group-wide strategies. Part of Rakuten Super Point Platform DevOps team which awards loyalty points to promote customer retention.

* Capacity planning & Infrastructure optimization, BCP planning and implementation
* Transformation to high availability architecture rallied against downtime-based maintenance patterns
* Automate Infrastructure provisioning via Ansible, Terraform
* Server/Network Infrastructure performance optimization and hardening
* Configuration management mechanism (Infrastructure As Code) via Chef and Ansible
* Imbibe culture of version control via Git and Bitbucket and channelize integration to DevOps tools/implementations
* Complex batch job inter-dependencies and redundant framework via Mesos/Chronos, Apache Airflow
* Implement and manage Fully automated Jenkins CI/CD and Continuous Deployment pipelines for various projects
* Evolved through use of Jenkins Delivery pipeline and Jenkinsfile (Declarative Pipeline)
* Alert response automation and self-healing capability using appropriate Jenkins triggered jobs
* Striving further to promote use of self-service Jenkins among projects of varied nature
* Nifi Data Flow pipelines to facilitate data streaming and data transformation before consuming
* Kafka for real-time streaming of data and handle huge influx of data from a variety of sources Managing Cassandra database and operations and leveraged its distributed arch. to deliver throughput
* Deployment and maintaining Kubernetes cluster for running various API based applications for Self-Healing, Scaling Services and Optimized Resource Usage with Namespaces
* System stats, Service/Application (APM) metrics, Process based decisions, End-point checks, Logging oriented insights/alarms.
* Experience in managing: Datadog, ELK (Elastic-search Logstash Kibana), Nagios, NewRelic, Rundeck, Fabric, Pingdom, Uptrends, Greylog, Cloudwatch, Grafana, Splunk>
* Hold current "AWS Certified Solutions Architect" Certification
* In Amazon Web Services (AWS): Design Resilient & Performant Architectures, Specify Secure Applications and Design Cost-Optimized Architectures
* AWS:
  + High Availability & Business Continuity in AWS- ELB, Route53, Multi-AZ,Mutli-region
  + Costing- EC2 price models, Instance types, Billing methodologies/Resource Tags
  + Network Design- VPC and network design, SecurityGroups, NetworkACL, VPN, NATGateways \* Data Storage- s3, EBS volumes, EFS
  + Security- Web federation, IAM roles, SSO using SAML
  + Scalability & Elasticity- SQS, SNS, Kinesis, ElasticCache, RDS, DynamoDB, CloudFront
* Streamlined Incident Resolution via PagerDuty. Analyze patterns and fine-tune processes with postmortems, embedded best practices and training.
* Chatbot implementation using Hubot, Jenkins with Slack communication tool integration for ease of operations via smartphones

### **Yahoo! Software Development Centre - Bangalore, India (March 2011 – June 2015)**

Designation: Technical Lead - Search and E-commerce, Yahoo! Shopping

Technical Lead in Operations for Yahoo's Search Business properties, mainly Toolbar (toolbar.yahoo.com), Downloads (downloads.yahoo.com) and Shopping (shopping.yahoo.com) generating a yearly revenue of about 400 million USD, all the three put together

* Manage end to end Technical operations for the properties on a global scale and directly reporting to the Operations Director for Search vertical
* Single point of Operations contact globally for the above mentioned properties. All property related issues, escalations, change requests, bugs, security issues, upgrades, on-call, access, build, release, hardware, performance, monitoring, site-up, component ownership, architecture design/changes and revamps are owned and executed by me

Designation: Technical Lead - Listings and Marketplace (E-commerce)

* Managing end-to-end technical/DevOps under service engineering for various hosted

properties/websites.

Lead for various properties like Yahoo Shopping, Games, Toolbar, Deals, Downloads, Sports, Finance and Weather.

* Functional lead for a team of 4 members involved in day-to-day site up issues and pro-active incident handling.
* CI process by automating the builds/releases using various config management tools like Jenkins, Hudson.
* DevOps role at various levels with Core Development Team, Network team, Infrastructure team, Platforms team
* Load and performance testing for enterprise web applications
* Resolution/troubleshooting of issues, which are aggressively tracked through bugs related to specific properties and various components involved like Apache, LB, VIP, Akamai, API layer, cache-layer and proxies
* BCP planning and documentation

### **Wipro - Bangalore, India (January 2007 - March 2011)**

Designation: Senior Engineer – Server Management.

Being part of the Global System Operations – UNIX team at Goldman Sachs, technically helped equities team to handle huge trading volumes smoothly without compromising on service levels

* Worked in client location as a part of Global System Operations – UNIX team in Goldman Sachs, Bangalore (Jan 2007 – March 2011). Involved in DevOps/ Production support for Goldman Sachs equities trading Infrastructure catering to multiple stock exchanges round the world
* Was also part of Goldman Sachs Operation team – Tokyo, Japan. Gained real time experience by working/coordination with Goldman Sachs, equities Operations in Tokyo and also with offshore team with regards to Asia System Operations.
* Member for the initial onsite transition team for the knowledge transfer of Systems project from Goldman Sachs, New York.
* UNIX/Linux DevOps & Production support involved in the resolution/troubleshooting of escalated tickets from the L1 and L2 teams, handling user requests & incident tickets.
* Performing health checks, system checks and sanity checks to ensure maximum server/ infrastructure availability before/during the start of various Global Stock exchanges.
* Generation of ad-hoc reports based on alert flow/alert handled. Modify of alert configs & Implementation of various measures at application level for continual improvement of operational efficiency

### **IPsoft India Pvt Ltd - Bangalore, India (January 2006 - December 2006)**

Designation: Systems Management

As a System team member, played active role in empowering various client partners via IPcenter, IPsoft’s Autonomic IT Service Management Platform.

* Team Member of Global Systems Management team handling operations involving complex administrative tasks in the front edge Data Center environment having 19 data centers with 1400 servers.
* Managing the data center, which comprises system/software installation, configuration, implementation, monitoring, troubleshooting, and security. Maintaining data integrity/security over the network.
* Managing and ensuring smooth day-to-day operations by troubleshooting various servers including Apache web server, DNS, DHCP servers. Devising and implementing backup strategy.

### **Professional Training Certification Course Attended**

* Amazon Web Services Certified Solutions Architect - Associate Level
* Project Management Professional (PMP)®
* Professional Certification on Apache Cassandra
* Red Hat Certified Engineer Course (RHCE)
* VMware Certified Professional Course on vSphere 5

### **Certifications**

* Amazon Web Services Certified Solutions Architect - Associate Level

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* ITIL® V3 Foundation Certification License 2013830\_20013746

## **Educational Qualifications**

Graduation – Bachelor of Technology (Electronics and Communication Engineering) Year of passing 2005

Institution University College of Engineering (University of Kerala), Trivandrum, India