

Edgar Sarkisian

Senior Site Reliability Engineer (CKA)



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SUMMARY

A **dedicated** Site Reliability Engineer with a history of success in managing and deploying production cloud infrastructure. I have deep expertise in open-source monitoring tools (**Prometheus**, **Grafana**, **Loki**) and am skilled in building efficient, developer-friendly deployment pipelines with **ArgoCD** and **GitHub Actions**. My leadership experience includes **leading a team of seven** engineers in the development of a scalable and resilient competition hosting platform, leveraging my proficiency in **Python** and TypeScript. I am a self-motivated learner who consistently acquires **certifications** to build a deep understanding of core technologies.

EXPERIENCE

September 2024 – Present	Senior Site Reliability Engineer Switchboard Labs
	<ul style="list-style-type: none">Deployed and configured self-hosted metrics, logs and trace ingestion stack, allowing our company to effectively monitor Kubernetes workloads in GCPUtilized Terraform to create reproducible, secure and version-controlled cloud infrastructureMigrated application deployments to ArgoCD, reducing developer toil and increasing deployment speeds by 80%Configured Nginx proxy to support our applications' requirements while serving 100s of requests a second, including client IP forwarding, throttling and caching to reduce load and risk of DOSDeveloped automatic E2E testing and alerting solution to notify our team of service degradations within 3 minutes, accounting for temporary failures of underlying blockchain network.Created monitoring dashboards in Grafana using PromQL, increasing visibility into application performance and aiding in incident response efforts
October 2022 – September 2024	Software Engineer, Infrastructure Acquia
	<ul style="list-style-type: none">Oversaw the maintenance, administration, and seamless upgrades of over 20 production Kubernetes clusters, enabling the hosting of thousands of Drupal websitesUsed kubebuilder to develop specialized Kubernetes controllersBuilt an incident response Slack bot using Python to guide responders, mobilize teams and provide centralized status updates, and standardize incident response across the organizationEmployed open-source monitoring tools, including Prometheus and Grafana, to proactively identify and address infrastructure issuesLed Kubernetes upgrades on a quarterly basis by investigating breaking changes and coordinating upgrade tasks across multiple teams
Jul 2021 – August 2022	Associate Site Reliability Engineer Ada Support Inc.
	<ul style="list-style-type: none">Collaborated with the entire engineering organization to establish and deploy new services, utilizing Terraform to create safe, reproducible modulesImplemented a "golden image" pipeline employing HashiCorp Packer to generate AWS AMIs, boosting our AMI update frequency by 300%Leveraged Datadog to investigate bugs, track latency and gather data for incident postmortemsDesigned a new incident response process using the Incident Commander method, and presented incident management best practices to the engineering orgUpgraded and maintained our self-managed KOPS Kubernetes clusters on AWS
March 2020 – Feb 2021	VP of Engineering LIVE Competition - U of T Scarborough
	<ul style="list-style-type: none">Led a team of 7 student developers to add remote-work capabilities to Blueboard, our competition hosting platform used in the LIVE business case competitionImplemented a robust chat-room solution utilizing Firebase, Django and Angular to allow competition participants and organizers to communicate separately or togetherDelegated, authored, and allocated tasks within the team to deliver projects and features on timeMentored team members on Firebase, Python, TypeScript and Kubernetes development, accelerating their proficiency and project deliveryMonitored the performance and stability of our GKE Kubernetes cluster throughout the event, scaling and releasing our services as required for seamless operations

CERTIFICATIONS

December 2025	Certified Kubernetes Security Specialist (CKS) Certification ID: LF-vir4wokwbb	The Linux Foundation
June 2024	Prometheus Certified Associate Credential: credly	Prometheus
May 2023	AWS Solutions Architect Associate Validation ID: 12457J1C91RE15WR	AWS
June 2022	Incident Responder Certification Credential: credly	Pagerduty
April 2022	Certified Kubernetes Administrator (CKA) Certification ID: LF-gvcijb2k7r	The Linux Foundation

EDUCATION

Sept 2016 – April 2021	Hon. B.Sc in Computer Science Specializing in Software Engineering Dean's List 2019-2021 academic years	University of Toronto, Scarborough
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TALKS

March 2025	Zero to PCA: A Real-World Guide to Prometheus Certification Presented to the Cloud Native Toronto community on passing the Prometheus certification, breaking down PromQL challenges and demonstrating end-to-end monitoring implementation. As part of the talk, I delivered a live demo on adding metrics to an application, configuring Prometheus scraping, visualizing data with PromQL queries, and integrating PagerDuty alerts for error notifications.	Cloud Native Toronto
July 2022	Incident Commander method After taking the PagerDuty Incident Responder Certification, I delivered a talk to the engineering organization at Ada about structuring our incident response process. The talk detailed how to apply the Incident Commander method, a system used by various U.S. departments for managing emergencies, to our own technical incidents. This presentation provided a clear framework for improving the efficiency and clarity of our on-call operations.	Ada Support

PERSONAL PROJECTS

April 2022 – Present	Home Kubernetes Cluster - Repurposed an old Mac Mini into a home Kubernetes cluster using K3s to experiment with while practicing for the CKA and PCA exams - Installed Prometheus and Grafana to visualize metrics - Containerized and deployed a Golang program to monitor my home internet stability, which pings several different IPs and exposes latency information in the form of Prometheus metrics Kubernetes / Prometheus / Grafana	Personal Project
May 2021	NFT Marketplace - Created an Ethereum NFT smart contract and a React front end allowing you to mint new image NFTs, list them for sale or buy them for ether - Employed the Infura IPFS service for storing content-addressable image files and to enforce uniqueness of images - Deployed to the Ropsten Test Network (which has since been deprecated) and hosted on netlify Ethereum / Solidity / IPFS	Personal Project
June 2020	First Place - React Online Store - Developed an online store using React to showcase Hollend Furnishings' school catalogue - Integrated Algolia's search API to implement filtering and search functionality - Won first place in the 2020 Impact Conference Business Case Competition React / Algolia	Impact Conference

Feb 2019	Uhjiliti - React Web App	University Course - Programming On The Web
	<ul style="list-style-type: none"> - Developed a project management web-app using React that combines a ticketing system, video chat and multi-channel messaging - Integrated MongoDB and mongoose in the back end for persistency and object data mapping - Used Socket.js for messaging and video chat, and hosted on Heroku, earning a 97% in the course <p>MongoDB / React</p>	
Jan 2019	Get A Room! - REST API	Personal Project
	<ul style="list-style-type: none"> - Built a Node web-app that scrapes an internal University of Toronto Scarborough API that exposes weekly room schedules to find rooms that aren't in use today for students looking for study space - Includes an open REST API for others to build on that provides information about available rooms <p>Node.js / Express JS / PostgreSQL / Heroku</p>	
March 2018	Percy Points - Android app	CIBC Innovation Week
	<ul style="list-style-type: none"> - One of 24 interns chosen to participate in a company-wide competition to solve a common client pain-point - Designed and developed an Android app that rewards users with "Percy Points" for completing quizzes on financial literacy and achieving step goals - Implemented the step counter, quiz page and integrated Google Maps activities to display nearby CIBC small business customers where users can redeem their Percy Points <p>Android / Google Maps API</p>	