Chirag Jobanputra

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13+ years of experience as a Software/DevOps/Data Engineer working on development lifecycle ranging from requirement analysis → HLDs → development → testing → optimization → maintenance → SRE of highly available and impactful applications.

# SKILLS

**Languages**: Java, Python, PHP, C/C++, JavaScript, Angular, HTML

**Databases**: MySQL, Oracle, BigTable, BigQuery, Spanner, Redis, Cassandra

**Tools & Frameworks**: Kubernetes, Docker, Jenkins, Terraform, Spring, Flask, Django, Kafka, NewRelic, Datadog, Pentaho

**Cloud**: AWS, GCS

# EXPERIENCE

## Sr. Staff Platform Engineer, Uniphore, Palo Alto, CA July 2023 - Present

* Leading the efforts on making Uniphore's AI driven flagship products more scalable and resilient to withstand large customers' onboarding.
* Developing and executing load and stress tests using Jmeter and Grafana K6 to simulate real-world scenarios and identify performance limitations.
* Using tools like NewRelic, VisualVM, JProfiler etc to analyze call trace, queries, thread dumps, heap dumps etc to identify memory leaks, connections leaks, and slow queries.
* Conducting root cause analysis for performance issues and implementing corrective actions by making changes in backend algorithms, caching mechanism and database calls; server configurations; threads & database connections pools; database configurations & queries; AWS resources; and CI/CD pipelines.
* Optimizing code to use non blocking calls wherever possible using Java and Spring asynchronous capabilities.
* Utilizing AWS Compute Optimizer, AWS CloudWatch, AWS Cost Explorer and AWS Budgets to analyze performance vs cost of AWS resources like EC2, S3, RDS etc.
* Adding unit tests to take code coverage from 0-20% to 90% and integrated tools like SonarQube so new merge requests should have sufficient code coverage.
* Working on the initial phase of creating gRPC based microservices to reuse platform capabilities in other domains.

## Staff Engineer, VMware, Palo Alto, CA Oct 2020 - June 2023

* As part of Cloud Management Business Unit(CMBU) of VMware, my team manages infrastructure and site reliability for most of the flagship products of VMWare like vRealize/Aria Operations, vRealize/Aria Log Insight, Tanzu etc that clients use on public and hybrid clouds.
* Designed & developed project Magnetism as a lead engineer to bring simplified customer onboarding experience to CMBU SaaS services using Java, Spring, Postgresql, Kafka, Angular, Docker, and Kubernetes.
* Providing highly available and robust infrastructure for all major CMBU services and managing live issues for vRealize/Aria Operations and vRealize/Aria Log Insight using AWS, Terraform, Jenkins, Kafka etc to meet high SLAs.
* Reduced global deployment time across all regions with one-click pipeline by enhancing VMware codestream and Jenkins CI/CD pipelines.
* Integrated and automated Atlantis deployment for better code review process across all infrastructure code repositories.
* Managed SOC compliance activities for VMwaare Tanzu.
* Working on Disaster Recovery Plan for CMBU services and infrastructure.
* Working on cost saving and optimization solutions to reduce cloud infra expenses.
* Initiated, designed, and led development efforts for Incident Management portal (Python, Django and Angular).

## Sr. Software Engineer, Google, Sunnyvale, CA Jan 2019 - Oct 2020

* Worked as a software engineer in team Atlas - It is a framework for quickly building, deploying and running system integrations with strong monitoring and error handling. It consists of a collection of services, tools, libraries and a web based UI to solve the most common requirements in building application integrations.
* Developed gRPC services for various functionalities using Java, AppsFramework, Stubby, Boq, Spanner, BigQuery, AngularJS and TypeScript.
* Integrated Stremaz metrics and Monarch with backend for end-to-end tracing and observability.
* Created dashboards using Automon, Viceroy and Python for system monitoring and alerting.

## Software Engineer, Location Labs, Emeryville, CA May 2018 - Dec 2018

* Implemented SMPP microservice from scratch as per carrier requirements to send SMS notifications to clients.
* Implemented Network Locator microservice which can track parent/child devices using carrier services.
* All the services were developed using Java + Spring and Python + Flask stack.
* Automated deployment using Kubernetes, Spinnaker, Docker and Jenkins.

## Software Engineer, PayPal, San Jose, CA Aug 2017 - Apr 2018

* Worked in PayPal core Payments domain where my team handled the entire payment setup before flow goes to later stages like transaction fulfillment, compliance etc.
* Contributed in the development of RESTful services with different stories each sprint like features enhancements, redesigning, bug fixing, testing, release, live support, etc. Tech stack: Java and Spring
* Contributed in usage metrics and tracing dashboards developed using ELK stack and Kafka.
* Worked on optimizations using RxJava/Reactive Java.

## Software/Data Engineer, Google, Mountain View, CA Apr 2013 - Aug 2017

* Wrecking Ball and Asset Portal Server Decommission: Asset Portal’s Decommissioning module enables tray level decommissioning (rather than wait for the whole rack to be non-serving), globally and automation of asset retirement. It has multiple integration points with Oracle finance, Inventory, DejaVu, MRB portal, MonkeyWrench(data center), PartInfo, Piston(disk security), Jenga(planning) etc. One of the goals was to achieve 90% accuracy between planned and actual decommissioned materials.
* Designed and implemented a system which can handle batch processing + real-time data processing at scale by integrating with different stakeholder systems having various connections to support reverse logistics flow of Google data center servers.
* Integrated with various systems of different dimensionality to support different stages of asset decommissioning.
* Implemented multithreading framework in Java to enable heavy volume data transfer.
* Developed User Interface using AngularJS, Google Dashboard, ABI, Dremel and App Engine.
* Configured Scheduler to achieve concurrency of compatible and incompatible jobs.
* ETL: Created workflow in Pentaho to bring data in BigTable & BigQuery to feed Tableau and provide business intelligence/analytics capabilities.

## Software Engineer, PayPal, San Jose, CA Aug 2012 - Mar 2013

* Worked as a software engineer in PayPal core payments and fulfillment team to enhance existing features and roll out new ones.
* Setup ground-work for automation using TestNG based framework in Java. This includes design and development of common utility classes.
* Worked with product teams in early stages of project scope, customer impact and development scope.

## Software Engineer, Yahoo, Santa Clara, CA Jun 2010 - Jul 2012

* Worked as a software engineer for Yahoo!'s Single Sign-On authentication and authorization system, used by all Yahoo applications, tools, and partner interfaces.
* Enhanced operational efficiency by developing new and improving existing interfaces using PHP, JavaScript, HTML, CSS.
* We delivered Universal Header Navigation Platform, Universal Sharing widget, Location widget, and Notifications widget projects.

## Software Engineer (intern), InfoStretch Corp, Santa Clara, CA Jan 2009 - May 2010

* Performed test automation of “Wells Fargo Mobile” on 40 different mobile browsers using QTP, Fiddler, and Device Anywhere. Developed automation scripts using VB Script such that a single script can run on all the device browsers by applying different User Agents.
* Developed API using data mining and statistical algorithms for Market Forecasting application.
* Played a lead role in LAMP Performance Tuning and Query Optimization for test management application - QMetry.