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ARVIND NAIDU

EXPERIENCE

Site Reliability Engineer @ ServiceRocket, Kuala Lumpur
AUGUST 2017 - PRESENT

- Led the SRE team with a philosophy of servant leadership to encourage discussion, healthy debate, and clear communication.
- Led a role-playing bi-weekly guild to drive resiliency / chaos engineering in services with complete adoption across engineering.
- Created product strategy / vision and worked with stakeholders to set roadmap to replace unreliable legacy systems.
- Re-established trust between engineering and support teams by creating consistent outcomes and stabilizing the platform, bringing bugs identified per week down by 90%.
- Developed processes for engineering team to triage and prioritize customer issues bringing median resolution time down by 80%, and increasing customer NPS scores by 60%.
- Re-negotiated stability / reliability obligations with customers to reduce commitments, and align engineering roadmap with company direction.
- Spearheaded an R&D initiative of a new scalable platform to completion and developed the migration pipeline of customers residing in the legacy private cloud providing a reliable / stable infrastructure.
- Devised visibility of costing on each service to the stakeholders that allowed insights to tooling usages ultimately developing mechanisms to eliminate waste across engineering by 20k/year.
- Cultivated ownership among engineers by simplifying observability using a one view, one truth principle on reliability regressions and security vulnerabilities by adopting tools with buy-in.
- Embraced appropriately observable systems adopting the OpenTracing standard for instrumentation across all services in engineering.

Systems Operations Engineer @ ServiceRocket, Kuala Lumpur
DECEMBER 2016 - JULY 2017

- Built CI/CD pipelines to fire-and forget automated deployments for customers with different artifact versions and ensuring version consistency between environments.
- Centralized logging from over 40 customers to enhance engineers and support engineers experience in troubleshooting thus reducing intervention to customer instances adhering to compliance.
- Handled complex escalations involving some of the largest customers by adopting short-term fix and long-term prevention mindset.

Adoption is the best form of flattery. - a quote I live by!

PROJECTS

FinchVPN

A VPN service built back in high school currently serving secure network for users in almost all continents **(610k active users)**.

PRU 14 — Evozi

As Malaysia stopped to watch a moment in history that was being made with the elections, built a service that scaled to **1.75M active users all in a day**.

EDUCATION

Computing @ Taylor's Lakeside, Kuala Lumpur

SEPTEMBER 2013 - JULY 2016

Attended UWE Software Engineering - CGPA 3.96

AWARDS | CERTIFICATIONS

Special Merit Scholarship 2014, IHL Business Plan Competition 2012/2013

AWS Certified Solution Architect - Professional (better to RTFM)

Certified Kubernetes Administrator

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SKILLS

- Product & Project Management
- Presentation, sales, and consulting
- Product roadmapping, business development, and cost estimation

OPERATIONAL EXCELLENCE

- Scalable platforms:
    - **Cloud Services**: AWS, GCP, Azure
    - **Data Infrastructure:** Kafka, Hadoop, Airflow, Tensorflow
    - **Developer Tools:** Github, Git, Vim, IDE, and lots more stuff!
    - **Glue:** Ansible, Terraform, Chef, and lots more stuff!
    - **Routing and Messaging**: gRPC, Envoy, Thrift
    - **Observability:** Honeycomb, Instana, Prometheus, and lots more stuff!
    - **Orchestration:** Docker, Kubernetes, Vsphere, Proxmox
- Defining Service Level Objectives and instrumenting Service Level Indicators.
- Handling complex system failures and developing resiliency measures.

OTHER REALMS

- Reading
- Engine Tuning
- Stock Trading
- Skateboarding
- SpeedBike Cycling
- Professional Circuit Racing

VOLUNTEER WORK

- Presented:
    - [Black Swans of EKS in Production (Day 118)](#)
    - [The Journey of Being an SRE](#)
    - [First Quarter as an SRE](#)
    - [Chaos Engineering](#)
    - [Simplifying Observability on Regressions](#)
    - [Making the Invisible Visible: Costs](#)

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