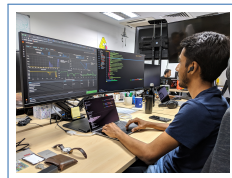


Arvind Naidu

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Adoption is the best form of flattery!

ARVIND NAIDU

Skills

Expert Skills

Configuration Management Chef, Consul, Docker, Helm, Jsonnet, Kustomize, Puppet, Terraform

OSes CentOS, Debian, FreeBSD, Arch Linux, NixOS, Mac

Development

Languages C, Go, GNU Make, Haskell, Java, Perl, Python, Rego, Shell/Bash, Scala

Web HTML/XHTML, CSS, JavaScript, Ajax, JQuery, Bootstrap, PHP, Nuxt

Frameworks Django, Google AppEngine, Hibernate, Laravel, SpringBoot, Spring

Databases MySQL, PostgreSQL, NoSQL (GQL), SPARQL

Formats XML/XPath, SGML, YAML/JSON, RDF/RSS/FOAF, Protobuf, GQL

Methods BDD, Chaos Engineering, Critical Path Driven Development (CPDD), C4Model, DDD, Fuzzing Testing, MVC, OOP, Resiliency Engineering, TDD, Test in Production (Observability), UML

Source Management Bazaar, Git, Mercurial, RCS/CVS, SVN

Tools Autotools, Cmake, Gforge, GitHub, Launchpad, PromLens, Trac, ZSH

Systems and Networks Administration

Web Apache, Bind, Dansguardian, Lighttpd, Nginx, Squid, Varnish, VsFTPD

Monitoring BB4/Hobbit, Cacti, AWS CloudWatch, Grafana, Graphite, Logstash, Loki, Munin, Nagios, Prometheus

Mail Postfix, Exim, SSMTP, AWS SES

Backup Amanda, BackupManager, Duplicity

CI / CD ArgoCD, Augeas, Cfengine, CircleCI, FAI, FluxCD, Jenkins(X), Kickstart, MCollective, Prow, Puppet, Reprepro, Spinnaker

Networks DHCPd, Keepalived, OpenVPN, QUIC, VLANs, VPC

Operating Systems GNU/Linux (Debian, Ubuntu, RedHat), MacOS X, Windows, *BSD

Databases BerkeleyDB, CouchDB, Graphite, InfluxDB, MySQL, Neo4j, PostgreSQL, SQLite

Virtualization Amazon Web Services, Docker, Google Cloud Platform, Kubernetes, Nomad, OpenVZ, OpenShift, Openstack, Rancher, VMWare (Vsphere), Xen

Security OpenSSH, PGP/GnuPG, SSL, Vault

Office and Tools

Office Gimp, Google Apps, Inkscape, Microsoft Office, OpenOffice/LibreOffice,

Project Management Architecture Migration Chars, Bounded Context Canvas, Core Domain Charts, Domain Message Flow, GanttProject, Jira, Structurizr, TaskJuggler, Systems Canvas, Trello, Wardley Maps, Wrike

Edition T_EX, L_AT_EX, X_EL_AT_EX, LuaT_EX

Wikis Confluence, Github Wiki, MediaWiki, MoinMoin

Experience

Engineering Experience

2020

Head of Engineering & Acting Operations Lead, *Mindvalley*.

- Collaborated with the Chief Product Officer in migrating the entire engineering division off Wrike to Jira adopting Kanban Flow for brownfield projects and Scrum for greenfield projects quickly proving to be a success in delivering measureable outcomes;
- Worked with the Product Marketing department to develop a streamlined process with the help of Operations and Acquisition team for going live with new launches reducing Mean Time to Live from 1 month to 1 day which was a huge success accredited by the Chief Executive Officer;
- Conducted a bi-weekly session to foster a highly collaborative culture with the Tech Leads to adopt measurable CI/CD going from 0 to 37 pipelines within 3 months along with newer concepts of observable GitOps to ensure visibility of delivery excellence – observable value stream;
- Automated visibility of cost for the organisation by taking the ITSM approach and the guidance of ITIL practices working with the Chief Revenue Officer and Chief Operating Officer which automatically tracks CAPEX and OPEX with accountability attached using Quickbooks, Jira and Data Studio;
- Fostered the adoption of standardized C4Model for the entire engineering department backed by a dynamically updated graph database by listening to changes done in Github for ISO 27001 which also proved to reduce Mean Time to Detection for engineers to troubleshoot a change;
- Led the effort with the Chief Technology Officer and Chief Product Officer to develop engineering-wide good practices, lean standardized specification guidelines, and (inter and intra)-departmental communications significantly reducing back and forth clarifications driving deliverables quicker.

2019

2020

Engineering Manager & Acting Operations Lead, *Mindvalley*.

- Established a cross-functional Operations team made up of IT, Infrastructure, Security, and QA with the help of the Chief Technology Officer which quickly proved to be successful in reducing development time, release corrections, customer feature implementations and support requests (internal / external);
- Overhauled the hiring pipeline for the engineering division with the help of the People & Culture team and Tech Leads with instrumentation that surfaced cost per hire in Greenhouse which helped remove the bottleneck of culture fit interviews quickly helping the Mobile team to backfill – a problem for over a year and later proving to be successful with insourcing an application;
- Automatically visualised the operating costs for the entire engineering division collaborating with the Chief Technology Officer by setting up proper querying mechanism using Honeycomb with proper alert thresholds set for each team associated to yearly budget which also successfully surfaced cost per customer for the entire organisation later;
- Spearheaded the IPO initiative for the organisation working with an InfoSec Manager by documenting the current processes from all departments and streamlining the processes adopting an automation first mindset with the help of the Operations team being apart of the governance board – later establishing a lean Change Approval Board (CAB).

2016

2019

Site Reliability Engineer, *ServiceRocket*, *Learndot*.

- 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 in the business unit with members of the SRE team and cross-pollinated the mindset to the development team;
- Re-established trust between engineering and support teams by creating consistent outcomes and stabilizing the platform, bringing bugs identified per week down by 90 percent.

2016
2017

Systems Operations Engineer, [ServiceRocket](#), [Learndot](#).

- Built CI/CD pipelines in Jenkins and Jira 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;

Other Experience

2018

Founding Partner, *Bespoke Motors Sdn Bhd*.

- Brick-and-mortar showroom for high quality luxury and exotic vehicles.

2009

Co-Founder, *FinchVPN*.

- Self-sustaining online service providing secure VPN connection to B2C and B2B clients.

2007

Founder, *Evozi*.

- Managing 6 remote developers to build applications (web and mobile) for clients;
- Self-built apps include [APK Downloader](#), [HTTP Injector](#), and [Speed Indicator](#).

Successful Applications

2020

Senior Site Reliability Engineer, *Netflix Los Gatos*.

Declined due to a professional racing contract which only allows relocation in the ASEAN region

2019

Engineering Manager, *Stripe Dublin*.

Declined due to a professional racing contract which only allows relocation in the ASEAN region

2019

Performance Engineer, *Netflix Los Gatos*.

Declined due to a professional racing contract which only allows relocation in the ASEAN region

Education

2012-2016

2016

Bachelor of Software Engineering (Hons.), *Taylor's Lakeside University*, Kuala Lumpur.

Last Semester Dropout with Special Tertiary Scholarship - 3.96 CGPA

2011-2012

2012

Foundation in Computing, *Taylor's Lakeside University*, Kuala Lumpur.

Best Student Award with High Distinction - 3.75 CGPA

Personal Interests

Contributions Confest, Hashicorp, Honeycomb, Open Policy Agent, OpenTelemetry, Value-Stream

Public Speaking

2019

Tug of War To Pull The Plug: Bare Metal To GKE Migration!, *GDGC KL*.

2019

Black Swans of EKS in Production (Day 118), *AWS User Group Malaysia*.

2019

The Journey of Being an SRE, *DevOps Malaysia*.

2018

Chaos Engineering, *ServiceRocket Rocketspeak*.

2018

Simplifying Observability on Regressions, *ServiceRocket Hackweek*.

Certifications

2020

Visualising Software Architecture in C4Model Workshop, *Architectis*.

2019

Red Hat Certified Specialist in OpenShift Administration, *Red Hat*.

2019

Certified Kubernetes Administrator Program, *CNCF*.

2019

ITIL® v3 Foundation Examination, *EXIN*.

2017

Amazon Web Services Certified Solutions Architect - Professional, *AWS*.

2016

Certified Network Professional Security, *Cisco*.

2014

Certified Network Associate Security, *Cisco*.