


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 CPO to migrate engineering from Wrike to Jira adopting Kanban Flow and Scrum for brownfield and greenfield projects respectively quickly delivering measureable outcomes;
- Worked with Product Marketing to develop a streamlined new product launch process with the help of Operations and Acquisition team reducing MTTL from 1 month to 1 day – accredited by the CEO;
- Conducted sessions to foster a highly collaborative culture with the TLMs adopting measurable CI/CD (GitOps) from 0 to 37 pipelines within 3 months bringing observability towards value stream;
- Automated visibility of organisational costs adhering to ITSM and ITIL practices working with the CRO and COO that automatically tracks CAPEX and OPEX using Quickbooks, Jira and Data Studio;
- Fostered the adoption of C4 Model for engineering backed by a continuously updated graph database listening to changes done on Github for ISO 27001 – reducing MTTR in troubleshooting changes;
- Led an effort with the CTO and CPO to develop good engineering practices, lean standardized guidelines, and (inter and intra)-departmental communications – reducing 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 which proved successful in reducing development time, release corrections, customer feature implementations and support requests (internal / external);
- Overhauled hiring for engineering in collaboration with People team and TLMs instrumentating cost per hire in Greenhouse that helped remove culture fit interview bottleneck for backfilling Mobile team – problem for a year and proving success again insourcing an application;
- Automatically visualised OPEX for engineering using a querying mechanism, Honeycomb with alert thresholds for each team associated to yearly budgets that subsequently surfaced cost per customer for the entire organisation;
- Spearheaded ISO 270001 for IPO by dynamically documenting and streamlining processes from all departments embracing an automation first mindset with the help of Operations 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 legacy private cloud providing a reliable platform;
- 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 with members of the SRE team then cross-pollinating to the development team;
- Re-established trust between engineering and support teams by achieving consistent outcomes stabilizing the platform bringing customer pain points 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 observability for over 40 customers to enhance engineers and support engineers experience in troubleshooting thus reducing intervention to instances for 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

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.

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](#)

Membership

[VP Engineers Pod](#), [Learn10xDev](#)

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*.