


# Arvind Naidu

## The *\*bility* Engineer

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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<sub>E</sub>X, L<sup>A</sup>T<sub>E</sub>X, X<sub>E</sub>L<sub>A</sub>T<sub>E</sub>X, LuaT<sub>E</sub>X

**Wikis** Confluence, Github Wiki, MediaWiki, MoinMoin

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## 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 Conftest, 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<sup>®</sup> 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*.