# Harshitha Usha Suresh

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## Profile

Accomplished Site Reliability Engineer with over 10 years of experience ensuring the stability, performance, and operational excellence of enterprise-scale applications. Proven expertise in full-stack troubleshooting, high-stakes incident management, and developing automation to improve system reliability on Unix/Linux platforms.

A collaborative problem-solver who excels in high-pressure environments by fostering clear communication between technical and non-technical teams to deliver consistent, high-quality results. Eager to leverage a deep background in SRE principles to contribute to a dynamic engineering team.

## Core Competencies

Site Reliability Engineering | Incident Management & Resolution | Root Cause Analysis | Automation & Tooling (Python, Shell) | Full-Stack Troubleshooting | Application Monitoring (Splunk, Grafana) | CI/CD & Production Deployments | Operational Efficiency | Process Improvement | Stakeholder Management | Cross-Functional Collaboration | Unix/Linux Administration | SOX Compliance

## System Expertise & Technical Tools

**Programming & Scripting:** Java, Python, JavaScript, Shell Scripting

**Web Technologies & APIs:** HTML, APIs, XML, JSON, Memcached, Apache httpd, Tomcat, jBoss, ATS

**Databases & Query Languages:** Oracle, Cassandra DB, MongoDB, SQL, Trino

**Monitoring & Observability:** Splunk, Grafana, Tableau

**Big Data & Business Intelligence:** Hadoop, Hive, Pig, Tableau

**Operating Systems & Version Control:** Unix/Linux, Mac OS X, Git, SVN

## Experience

**July 2024 – present**
**10 months**
**Sunnyvale, CA**

**LinkedIn Corporation**
**Technical Services Manager**

- Influence business decisions and lead major work streams for a large product portfolio.
- Monitor key product quality metrics, driving initiatives to achieve goals and enhance overall product quality.
- Lead the investigation and resolution of complex technical member cases to meet and exceed target SLAs.
- Drive post-mortems to identify process gaps and implement corrective actions to prevent issue recurrence.
- Partner with Product & Engineering stakeholders to spearhead quality improvement initiatives and deliver an optimal member experience.
- Lead team projects, define process improvements, and influence team strategy with organization-wide impact.
- Analyze reports and dashboards to rapidly identify issues and implement corrective actions.
- Ensure overall support readiness for the launch of new products and features.

**Oct 2021 – June 2024**
**LinkedIn Corporation**

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|---|---|
| 2 years 9 months<br>Sunnyvale, CA | **Sr. Site Reliability Engineer** |
| | • Served as a primary point responsible for the overall health, performance, and capacity of one or more of LinkedIn's Internet-facing services. |
| | • Gained deep knowledge of LinkedIn's complex applications. |
| | • Assisted in the roll-out and deployment of new product features and installations to facilitate the rapid iteration and constant growth. |
| | • Developed tools to improve the ability to rapidly deploy and effectively monitor custom applications in a large-scale UNIX environment. |
| | • Worked closely with development teams to ensure that platforms are designed with "operability" in mind. |
| | • Functioned well in a fast-paced, rapidly-changing environment. |
| | • Participated in a 24x7 rotation for second-tier escalations. |
| Feb 2020 – July 2021<br>1 year 6 months<br>Sunnyvale, CA | **LinkedIn Corporation**<br>**Site Reliability Engineer** |
| | • Served as a primary point responsible for the overall health, performance, and capacity of one or more of LinkedIn's Internet-facing services. |
| | • Gained deep knowledge of LinkedIn's complex applications. |
| | • Functioned well in a fast-paced, rapidly-changing environment. |
| | • Participated in a 24x7 rotation for second-tier escalations. |
| July 2014 – Feb 2020<br>5 years 8 months<br>Sunnyvale, CA | **Infosys Ltd (Client: Apple Inc.)**<br>**Technology Analyst** |
| | • Coordinated RCA of production issues and drove resolutions/changes with Dev members and stakeholders. |
| | • Managed Continuous Delivery of applications to production and other environments. |
| | • Monitored production servers & applications health and proactively acted on any alerts. |
| | • Enabled Change management & Control for all SOX audited applications. |
| | • Interfaced with clients on managing new Application/Services transition, product improvements & Business enhancements. |
| | • Performed requirement analysis, design & development of automations and tools. |
| Jan 2013 – June 2014<br>1 year 6 months<br>Mangalore, India | **Infosys Ltd (Client: Apple Inc.)**<br>**Senior Systems Engineer** |
| | • Provided Technical support for Apple internal production applications. |
| | • Handled regular Application Maintenance, supported emergency changes and bug fixes. |
| | • Conducted full-stack technical troubleshooting. |
| | • Performed Oracle PL/SQL tuning. |
| | • Created and maintained Support Knowledge Base documentations. |
| | • Participated in regular on-call rotations. |
| Dec 2010 – Dec 2012<br>2 years 1 month<br>Mangalore, India | **Infosys Ltd (Client: Apple Inc.)**<br>**Systems Engineer** |
| | • Provided Technical support for Apple internal production applications. |
| | • Performed full-stack technical troubleshooting. |
| | • Conducted Oracle PL/SQL tuning. |

## Education

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| June 2006 – May 2010 | **NMAMIT**, Bachelor of Engineering in Electronics and Communications – Karnataka, India |