

# 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.

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## 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

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## 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

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## Experience

July 2024 – present 10 months Sunnyvale, CA	<b>LinkedIn Corporation</b> <b>Technical Services Manager</b> <ul style="list-style-type: none"> <li>• Influence business decisions and lead major work streams for a large product portfolio.</li> <li>• Monitor key product quality metrics, driving initiatives to achieve goals and enhance overall product quality.</li> <li>• Lead the investigation and resolution of complex technical member cases to meet and exceed target SLAs.</li> <li>• Drive post-mortems to identify process gaps and implement corrective actions to prevent issue recurrence.</li> <li>• Partner with Product &amp; Engineering stakeholders to spearhead quality improvement initiatives and deliver an optimal member experience.</li> <li>• Lead team projects, define process improvements, and influence team strategy with organization-wide impact.</li> <li>• Analyze reports and dashboards to rapidly identify issues and implement corrective actions.</li> <li>• Ensure overall support readiness for the launch of new products and features.</li> </ul>
Oct 2021 – June 2024 2 years 9 months Sunnyvale, CA	<b>LinkedIn Corporation</b> <b>Sr. Site Reliability Engineer</b> <ul style="list-style-type: none"> <li>• Served as a primary point responsible for the overall health, performance, and capacity of one or more of LinkedIn's Internet-facing services.</li> <li>• Gained deep knowledge of LinkedIn's complex applications.</li> <li>• Assisted in the roll-out and deployment of new product features and installations to facilitate the rapid iteration and constant growth.</li> <li>• Developed tools to improve the ability to rapidly deploy and effectively monitor custom applications in a large-scale UNIX environment.</li> <li>• Worked closely with development teams to ensure that platforms are designed with "operability" in mind.</li> <li>• Functioned well in a fast-paced, rapidly-changing environment.</li> <li>• Participated in a 24x7 rotation for second-tier escalations.</li> </ul>
Feb 2020 – July 2021 1 year 6 months Sunnyvale, CA	<b>LinkedIn Corporation</b> <b>Site Reliability Engineer</b> <ul style="list-style-type: none"> <li>• Served as a primary point responsible for the overall health, performance, and capacity of one or more of LinkedIn's Internet-facing services.</li> <li>• Gained deep knowledge of LinkedIn's complex applications.</li> <li>• Functioned well in a fast-paced, rapidly-changing environment.</li> <li>• Participated in a 24x7 rotation for second-tier escalations.</li> </ul>
July 2014 – Feb 2020 5 years 8 months Sunnyvale, CA	<b>Infosys Ltd (Client: Apple Inc.)</b> <b>Technology Analyst</b> <ul style="list-style-type: none"> <li>• Coordinated RCA of production issues and drove resolutions/changes with Dev members and stakeholders.</li> <li>• Managed Continuous Delivery of applications to production and other environments.</li> <li>• Monitored production servers &amp; applications health and proactively acted on any alerts.</li> <li>• Enabled Change management &amp; Control for all SOX audited applications.</li> <li>• Interfaced with clients on managing new Application/Services transition, product improvements &amp; Business enhancements.</li> <li>• Performed requirement analysis, design &amp; development of automations and tools.</li> </ul>
Jan 2013 – June 2014 1 year 6 months Mangalore, India	<b>Infosys Ltd (Client: Apple Inc.)</b> <b>Senior Systems Engineer</b> <ul style="list-style-type: none"> <li>• Provided Technical support for Apple internal production applications.</li> </ul>
Dec 2010 – Dec 2012 2 years 1 month Mangalore, India	<b>Infosys Ltd (Client: Apple Inc.)</b> <b>Systems Engineer</b> <ul style="list-style-type: none"> <li>• Provided Technical support for Apple internal production applications.</li> <li>• Conducted full-stack technical troubleshooting.</li> <li>• Performed full-stack technical troubleshooting.</li> </ul>

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## Education

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