

Harshitha Usha Suresh

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Profile

Accomplished Site Reliability Engineer with over 14 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
2 years 9 months
Sunnyvale, CA
- LinkedIn Corporation**
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
1 year 6 months
Sunnyvale, CA
- LinkedIn Corporation**
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
5 years 8 months
Sunnyvale, CA
- Infosys Ltd (Client: Apple Inc.)**
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
1 year 6 months
Mangalore, India
- Infosys Ltd (Client: Apple Inc.)**
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
2 years 1 month
Mangalore, India
- Infosys Ltd (Client: Apple Inc.)**
Systems Engineer
- Provided Technical support for Apple internal production applications.
 - Performed full-stack technical troubleshooting.
 - Conducted Oracle PL/SQL tuning.

Education

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