Jagannath Sahu

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SKILLS

Programming Languages
- GoLang, Python, Ruby, JavaScript, AppScript, SQL

Developer Tools
- Git, Bazel, Nix, Vim

DevOps
- Jenkins, Prometheus, Loki, Terraform, Vagrant, KVM, Nomad, Vault, Grafana, Linux, AWS, GCP, Docker/Podman, K8s

EXPERIENCE

Senior Software Engineer
[golang, reactjs]

EPAM @Uber
Sept 2023 - Present

Uber - Payment Compliance Team
- Led the enhancement of the internal web tool integral to managing the entire payment compliance pipeline.
- Utilized React and Golang as the core tech stack to update and enhance the tool, contributing to a more user-friendly and efficient platform.
- Collaborated closely with the development team to implement new features and improve the overall functionality of the tool.
- Played a pivotal role in the successful integration of advanced features, resulting in a streamlined payment compliance process.
- Conducted thorough testing and debugging to ensure the tool's reliability and functionality, contributing to a more robust compliance infrastructure.
- Regularly liaised with end-users to gather feedback, incorporating valuable insights for continuous improvement.

Software Engineer
[golang, vue, jest, docker, k8s, RKE]

Suse @Rancher
Apr 2023 - Aug 2023

Responsibilities
- Enhance code quality and reliability:
    - Devised a comprehensive unit testing strategy. This involved identifying critical functions and components, ensuring proper test coverage, and creating test cases for edge cases and common usage scenarios.
- Implemented a robust unit testing suite using Golang's testing framework. This suite covered key functionalities, core components, and intricate logic within the codebase. The goal was to identify and rectify any bugs or vulnerabilities early in the development process.
- Maintaining continuous integration and deployment practices, I integrated the unit tests into the project's CI/CD pipeline. This ensured that all new contributions were automatically tested, helping prevent regressions and guaranteeing the stability of the software.
- In addition to the technical work, I contributed to documentation improvements, making it easier for developers to understand the codebase and testing procedures. Knowledge sharing sessions were organized to facilitate a smooth transition for the development team.

SDE-II [golang, bazel, SQL, Annealing, hg]	**Google** @CIMS *Jan 2022 - April 2023*

Observability And Monitoring
- Materialize data sources for monitoring contact center call quality, POLQA scores, total calls per country across multiple contact center businesses in AMER, APAC and EMEA.
- Maintain privacy and security best practices by using row level ACL filtering so partner vendor teams can access data without having to materialize multiple tables to remove/mash/hash PII information.
- Tech-lead, author and solo contributor for designing, deploying a tool written from ground up in GoLang to audit, enforce best practices across multiple SQL tables and scripts and generate reports on usage.

SRE-SWE [AWS, GCP, golang, bazel, ruby, jenkins, hg, terraform, vault]	**Google** @Looker *Nov 2020 - Mar 2022*

On-call responsibilities
- Respond to pages/alerts and actively respond and debug issues with infrastructure or underlying code.
- Managed
    - Releases/patches for Looker in both EC2, EKS, GKE environments
    - Migrations of Legacy (EC2/VM based) infrastructure to the new k8s infrastructure for better performance and automation capabilities.
    - Address customer requests that involve custom domain setup, ssh-tunnels, license renewal.

Projects
- Automated SSH tunnel verification using Ruby for customers using ssh sidecar in their k8s instances.
- Wrote a tool using GoLang by leveraging aws-sdk-go-v2 to collect required data from their respective "sources of truth" which aided in migrating roughly 4000+ customers from AWS-EC2 to GKE.
- Helped to move Looker's Knowledge Base from Guru (a third party tool) to Google's internal knowledge base management system by co-contributing to a tool written in GoLang that automatically converts HTML documents to Google's internal Markdown format.

Tooling and Automation Engineer [golang, python, bazel, hg]	**Google** @ITR *Feb 2019 - Nov 2020*

Core Duty
- TechStop front-line to support Googlers to resolve issues on all corporate platforms - Mac, Windows, ChromeOS, Linux, Android, iOS and internal systems like networking, certificate authentication and authorization, Sphinx, groups memberships, etc.
- Delivered customer service with an average customer satisfaction score of 4.78/5, including 182 - 5 star ratings.
- Maintained a higher productivity level by addressing over 4000+ tickets on GUTS over a period of 1 year.

Projects
- Ticket Dispatcher - **Backend Developer**
Tech-stack: GoLang
- TSDisplay - **Full Stack Developer**
Tech-stack: JavaScript, AngularJs, Django, Python
- CoQuo - Full Stack Developer
Tech-stack: Boq Web, Java
- SUDA - Frontend Developer
Tech-stack: Boq Web, Java

Network And System Admin	**Juspay Technologies**

[Mikrotik, Juniper, CISCO, pfsense, prometheus, grafana, telegraph, bash]	**@Infrastructure** *Nov 2017 - Dec 2018*

- Designed and configured 2 racks in a managed data center at two different locations with redundant and highly available services and network infrastructure.
    - 40 supermicro servers
    - 4 Firewalls, 4 Edge routers, 4 L3 switches
- Setup entire office network from the ground up with Firewalls, switches, Access Points with an end-to-end monitoring stack by taking the advantage of SNMPv2, SNMPv3 for multi-vendor products like Fortigate, Juniper SRX, CISCO, pfSense using Prometheus.
    - 2 Firewalls
    - 24 APs, 4 switches
- Configuring dashboards using open source monitoring tools such as Grafana; framing complex regex patterns to parse multiple log formats for telegraf to monitor API hit counts, success rates, HTTP code vs latencies, etc. for merchants like Amazon, Uber, Ola. This dashboard displayed stats for:
    - 10 VMs for each merchant - load-avg, cpu, ram, network utilization
    - Latencies, HTTP codes, success rates for APIs

Network And System Design Consultant [golang, k8s, grafana, prometheus, bash, kvm, vmware]	**Freelancer** **@Upwork/Fiverr** *May 2016 - July 2018*

- Help clients choose the right technology for their job through consultation, help them configure it and document architecture along the way.

Formglas Products Ltd.
- Setup and configure monitoring solution for VMs, servers, routers, firewalls, switches, etc. using Grafana and Prometheus.
- Configured Loki which is a multi-tenant log aggregation system.
- Setup and configure ticketing system using osTicket.
- Configured OpenVPN on pfsense for remote access of Corporate resources.

Niyat
- Suggest hardware, operation cost and infrastructure architecture that requires minimum setup and maintenance cost.
- VoIP, Interactive Voice Response (IVR), Call Recording System.