

# Shreyas Rao

## Senior Software Engineer

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Platform Engineering Leader with **7 years of experience** designing and scaling resilient **distributed systems** in cloud-native environments. Deep expertise in **Kubernetes, Golang** and **Performance Engineering**, with proven ability to lead teams, drive architectural decisions, optimize system reliability, and foster collaboration and engineering excellence. Australian citizen eligible for an [E-3 visa](#) to work in the US.

### WORK EXPERIENCE

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#### Senior Software Engineer (T3)

August 2018 – Present

SAP Labs, India

- Architected and engineered into production core modules of [Gardener](#), an **open-source Kubernetes-Clusters-as-a-Service** platform, orchestrating **10,000+ clusters** across **AWS, GCP, Azure and Openstack**.
- Directed the design and rollout of **high availability** for Gardener Kubernetes control planes to improve **uptime from 96% to 99.5%**, while optimizing operational costs by **\$300K+ annually**.
- Designed robust **backup and restore** solutions using **Golang based Kubernetes operators** ([Etcd-druid](#), [Etcd-backup-restore](#)), safeguarding **400TB+** of critical cluster data and eliminating data loss incidents.
- Achieved **RPO of 5 minutes** and reduced **RTO from 12 hours of 30 minutes** for Kubernetes clusters.
- Established **software engineering best practices**, including pair programming, test-driven development, and CI/CD enhancements, boosting test coverage from **40% to 90%** and reducing production issues by **60%**.
- Incorporated monitoring tools like **Prometheus, Grafana and AlertManager** to identify cluster issues **5x faster**.
- Enhanced **operational efficiency via Kubernetes CRDs to reduce debugging time by 20%** and drive resolution of critical incidents during **Developer-on-Duty (DOD) rotations**.
- Exhibited senior-level leadership since 2022 by leading **team of 6 developers, mentoring 8 junior developers**, and **driving architectural decisions** for disaster recovery **saving \$100K**, leading to official promotion in 2024.
- Recognized early as a **Catalyst performer** at SAP for high-impact contributions and leadership.

### LEADERSHIP EXPERIENCE

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#### Team Lead, Gardener

April 2020 – Present

SAP Labs, India

- Pioneered recruitment efforts for the team by **interviewing 50+ external candidates** to expand team size from 2 to 20, achieving a remarkable **900% growth within two years**.
- Owned project management for the team, streamlining sprint planning to boost **PR churn rate by 50%**.
- **Mentored 8+ new team members** while streamlining the project onboarding process, accelerating integration into team culture, and cutting **onboarding time by over 50%**.
- Spearheaded presentation efforts at **international KubeCon events and Kubernetes Meetups**, **spanning across US, Europe and India**, showcasing Gardener's cloud-native innovations to **1000+ attendees**.

### SKILLS, CERTIFICATIONS & PUBLICATIONS

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**Skills** – Golang, Python, Kubernetes, Docker, Etcd, RAFT, Distributed Systems, System Design, Cloud Computing, Linux, GitHub, DevOps, CI/CD, Helm, Terraform, Prometheus, Grafana, AWS, GCP, Azure, Openstack

**Certified Kubernetes Administrator** – Linux Foundation, December 2020 – Present

**SAP Leadership Academy** – SAP Labs India, August 2024

**"Bodhisattva – Rapid Deployment of AI on Containers"** – a technical paper describing a mini PaaS for AI training, inference and serving, IEEE CCEM 2018

### EDUCATION

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**PES University**, Bangalore, India

August 2014 – June 2018

Bachelor of Technology in Computer Science, Minors in Business Management