

## Shreyas Gune

Washington, DC/ Northern VA  
Cell: (469) 999-3800

Email: [sgune@pm.me](mailto:sgune@pm.me)  
Website: <https://shreyasgune.github.io>  
Github: <https://github.com/shreyasgune>

### Intent.

- Architecting, releasing and running live service games/apps in the cloud, at scale, cost-optimised and efficiently.
- Champion and implement end-to-end coverage on Monitoring, Automation, Change Management, Release Management, Logging, Runbooks, Documentation, Incident Response, Realistic Escalation Policies, Analytics for those things, OpSec, POCs and Error Budgeting, all in the service to achieving point number one.

### PROFESSIONAL EXPERIENCE

**Senior Site Reliability Engineer, Blizzard Entertainment | XBOX Studios | Microsoft** August 2021 - Present  
Tech Used: Hybrid cloud, GCP, AWS, OpenStack, Azure, OnPrem. Kubernetes, Docker, Puppet, Jenkins, Kibana, Prometheus stack, Consul, Pulsar and Rabbit Message bus, and a myriad of custom built internal tools.

#### Work Profile:

- **Senior SRE on *Hearthstone***, responsible for co-authoring, designing and implementing full-scale infrastructure and devops and automation tooling to achieve a very successful, cost-optimised re-entry into China on **Alibaba Cloud**.
- **Senior SRE on *Diablo 3, Diablo 2 Resurrected, Diablo 2 Legacy***, responsible for rearchitecting existing infrastructure footprint as well as laying the groundwork and end-to-end migration into Kubernetes for game lifecycle.
- **Senior SRE on *Diablo 4***, architecting, implementing and running entire backend infrastructure to support a stable live-service environment, and release lifecycle through betas and launch, globally, at scale, on Kubernetes.
- **Dedicated Senior SRE on *Diablo:Immortal***, supporting release initiatives across *JP, KR, CN, AUS, CAN and RoW*
- Designed, developed, deployed and maintained various stacks and middleware in support of running Diablo 4 in Kubernetes: service mesh, message bus, monitoring frameworks, custom applications, scaling strategy, associated alerting and cost optimizations. I'm also the lead on a myriad of authored and co-authored tools, in k8s on **GCP, AWS, Azure and Alibaba Cloud**.
- Lead author and owner of the SLO initiative for Diablo 4 (alphas, betas, launch and seasonal content)
  - Established Player facing experience based SLOs.
  - Identified and implemented SLIs and metrics that aggregate and feed into those SLOs.
  - Implemented visualisations and dashboarding solutions for those SLOs (Grafana and Kibana)
  - Set up Alerting, escalation policies and error budgets to inform and aid data analytics.
- Identify, articulate and provide solutions with value as a guiding principle. Work with nuance around communications, expectations, involved stakeholders and establish clear documentation for all initiatives.

### Site Reliability Engineer, USA Today Network

May 2017 – August 2021

Tech Used: Fastly, New Relic, Golang, Python, Bash, Docker, Kubernetes (Self Hosted and GKE), AWS, CI/CD, Scalr, Terraform, Consul, Swagger, Varnish Configuration Language, Couchbase, DNS management and various Google Cloud products.

#### Work Profile:

- Served as a lead on the Customer Engagement Solutions team to work with our internal teams to identify the best GCP solution for their variant needs.
- Engaged with teams across the company to define success for our technology using Service Level Indicators and Service Level Objectives.
- Worked with consumers of the platform-engineering systems to understand expectations around user experience.
- Improved and established best practice around various applications and the infrastructure it runs one using monitoring, alerting and resolution principles.
- Researched new tools to optimise cost, deployment speed and resource usage in relation to Google Cloud.
- Assisted in improving and evangelising our onboarding structure and documentation.
- Writing an entire api-management solution (auth, url-morph and more) and implementing it on Fastly's CDN Edge POP using Varnish Config.
- Automated complicated workflows to save time and level of effort.
- Containerized applications with Docker so that they may run lean and cost and resource optimised on cloud architecture.
- Scripted APIs and services to reduce toil for problems occurring often.

#### Responsibilities:

- Customer Engagement to identify and onboard relevant GCP offerings.
- Providing Proof of Concept of GCP offerings to wider org and the SRE team to build our solutions.
- Automation projects - containerization, creating new services to deliver to teams
- Documentation - technical writing (walkthroughs, labs), internal technology blog posts, etc.
- Production Readiness Reviews - engaging with teams as subject-matter expert for building efficient, available systems.
- Cost Optimization – calculating usage and tuning resources to reduce waste and reduce cost to company.
- Internal tooling – building scripts and tools to serve niche use-cases and specific workflows, including CI & CD.

**FullStack Developer, AT&T**  
**Development Engineer Intern, Ericsson**

Aug 2016 – May 2017  
June 2014 - May 2015

### TECHNICAL SKILLS

#### Technical Languages:

Bash, Python, Ruby, YAML, Go, C++, KQL, PROMQL, HCL

#### Software Applications:

GCP, AWS, Docker, most CI/CD, Git, Kubernetes, Vault, Consul, puppet, helm, terraform, Argo and most linux systems related enterprise and open source tools

#### Memberships & Leaderships

Inductee, Eta Kappa Nu, Engineering Honors Society  
Academic Excellence Award, Engineering Senator, Student Congress  
Speaker at New Relic's FutureStack DC 2019 on *SRE Methodology at USA Today*  
Research Participant at Google Cloud Research Division

#### Education

University of Texas at Arlington, M.S. in Electrical Engineering  
University of Mumbai, B.E. in Electronics and Telecommunications