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Objective

- To design, launch, and manage scalable, cost-efficient live service games and applications in the cloud.
- Skilled in implementing comprehensive solutions across monitoring, automation, change and release management, incident response, security, and performance analytics to achieve operational excellence.

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)
 - Designed and deployed a comprehensive SLO framework
 - Established player-experience-based SLOs with real-time metrics, dashboards (Grafana/Kibana), and alerting mechanisms.
- Consistently deliver value-driven solutions by identifying and articulating key challenges. Facilitate clear communication with stakeholders, managing expectations and creating comprehensive 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.
- 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.
- Developed and automated API-management solutions on Fastly's CDN Edge POP to streamline processes and enhance efficiency.
- Led customer engagement efforts to identify and integrate GCP solutions, providing proof-of-concept demonstrations and production readiness reviews.
- Reduced specific, high billing vector: cloud resource costs by optimizing deployments and scaling strategies.

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

Aug 2016 – May 2017

Development Engineer Intern, Ericsson

June 2014 - May 2015

TECHNICAL SKILLS

Technical Languages:

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

Cloud Platforms:

GCP, AWS, Openstack, Microsoft Azure, Alibaba Cloud

Software Applications:

Kubernetes, Docker, Vault, Consul, Terraform, Puppet, Helm, Prom stack, ELK stack

CI/CD:

Jenkins, Github Actions, Atlantis, Argo

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