

SHUBHAM GOSAIN

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PROFESSIONAL SUMMARY

7+ years of experience optimizing and managing high-scale infrastructure across AWS and Linux environments. Proven track record of maintaining **99.99% uptime for millions of customers** while achieving **over 40% cost reduction**. Adept at building automation and AI-driven infrastructure alongside scalable internal APIs, backends, and LLMOps.

WORK EXPERIENCE

GoDaddy | SITE RELIABILITY ENGINEER - IV

Remote • Aug 2022 - Present | Full-time

Architecting and maintaining resilient infrastructure for GoDaddy's commerce platform, supporting millions of global transactions improving uptime from 99.9% to 99.999%, with a major reduction in costs and operational overhead.

- Developed and integrated Model Context Protocol (MCP) servers to enable AI-driven insights across platform observability metrics, **improving incident turnaround time by 2x**.
- Executed **Infrastructure rewrites and upgrades** for EKS with **100% uptime** for merchant stores and transaction dashboards.
- Architected StarRocks data warehouse to enable customer queries across billions of transactions, **achieving sub-0.5s latency** while ensuring high system scalability.
- Drafted **migration plan** for the data warehouse from EKS to EC2 to stay compliant while achieving a **20% cost reduction**.
- Wrote pluggable TLS automations across multiple platforms, **saving 1-2 hours** of effort per cert.
- Analyzed, tuned, and migrated apps from EC2 to ECS, **achieving ~40% cost savings**.
- Wrote custom Kubernetes operators and controllers, contributing to platform stability and achieving **near-zero operational overhead**.
- Wrote cross-platform reusable CI/CD workflows to standardize release methodologies and promote microservice architecture **across 15+ repos**.
- Wrote operational pipelines, scripts, Salt states, Ansible playbooks to reduce turnaround time and **achieve a 100% security-compliant** posture.

One.com | INFRASTRUCTURE DEVELOPMENT LEAD

Gurgaon • Oct 2018 - Aug 2022 | Full-time

Managed distributed, high-throughput systems running on bare-metal Linux infrastructure. I have developed customer facing backends for applications and gained a diverse skill set while working as a Linux Administrator, DevOps Engineer, Backend Developer and Infrastructure Lead.

- **Designed and developed technical solutions for 7 different teams**, including customer-facing backend systems, microservices, CLI scripts, bots, analytics pipelines (data collection and projection), and reusable CI/CD workflows.
- **Served as Infrastructure Lead for 2 product teams**, owning end-to-end responsibility for application infrastructure, CI/CD pipelines, deployments, analytics, monitoring, and developer environments setup.
- Performed critical operational responsibilities as a System Administrator for one year, **monitoring ~6870 VMs and 300+ stacks** to ensure complete reliability and uptime.
- Troubleshooted and fixed DB performance issues **taking product uptime from 98% to 99.99%**.

EDUCATION

B.Tech in COMPUTER SCIENCE ENGINEERING | 2014 - 2018 | GGSIPU | GPA: 78.8%

XII in COMPUTER SCIENCE | 2013 - 2014 | CBSE | GPA: 89.6%

CERTIFICATIONS

CKA - Certified Kubernetes Administrator | Feb 2022

PROJECTS

Observability AI Agent | Nov 25 – Present | Wrote MCP servers for Prometheus, CloudWatch, Elasticsearch logs, and APM to achieve AI capabilities over observability.

Atlassian MCP Integration | Nov 25 – Dec 25 | Integrated Atlassian Agent to allow AI capabilities over Confluence and Jira using OpenWebUI and hosted agents.

StarRocks | June 25 – Aug 25 | Designed and provisioned infrastructure for StarRocks (a scalable data warehouse) and successful go-live with 0 downtime.

EC2 Instances Rebuild | Feb 25 – July 25 | Upgraded 4 EC2 stacks running Ubuntu 14.04 to 24.04 with zero downtime.

EC2 to ECS Migrations | Feb 24 – Dec 24 | Migrated 2 legacy monolithic apps from EC2 unpatched instances to ECS as lightweight microservices.

Cert Automation for AWS | Dec 23 – Mar 24 | Automated renewals for ~240 certs kept in Secret Manager and Cert Manager signed using GoDaddy CA.

On-Premise Cert Automation | Mar 23 – Aug 23 | Automated renewal for over 100 certificates used across on-premise services.

Kubernetes Operator for Certs Renewal | Aug 22 – Dec 22 | Automated cert rotation for ~350 certs used in Kubernetes cluster application endpoints.

WordPress Installer | Apr 22 – Aug 22 | Application to install WordPress with custom overlays for ~200k customers. Stack: Golang, CockroachDB, Docker, Kubernetes, Prometheus

Uptime Monitor | Dec 21 – May 22 | Application to perform uptime checks on over 15k Managed WordPress with customer notification and uptime history | Stack: Golang, CockroachDB, Docker, Kubernetes, Prometheus

WordPress API | Oct 21 – Feb 22 | Rewrote Backend API for WordPress product along new additions; served ~2-3M requests/day. Stack: Golang, Docker, Kubernetes, Prometheus, Chef

Other Projects | June 19 – Feb 22 | Created multiple in-house applications including Website Scanner, Product Analytics, Operations Utility System, and Jabber Support bot.

ACHIEVEMENTS

SRE IV Promotion : Picked for early promotion for contributions in GoDaddy commerce and reseller Infrastructure.

Work Courageously : Received for projects such as AI Companions, StarRocks and certificate automation.

One.com : Awarded with multiple appreciations and promotions in my 4 years tenure there.

SKILLS

AI : MCPs, LLM integrations

INFRASTRUCTURE : AWS (EC2, ECS, EKS, Lambda), Linux, OpenShift

SETUP TOOLS : Ansible, CDK, Salt, Sceptre, Kustomize

DEVOPS : GitHub Actions, ArgoCD, Jenkins

DATABASES AND MONITORING : CloudWatch, Prometheus, Elasticsearch, APM, Grafana, RDS for MySQL

LANGUAGES : Python, Go, Bash, TypeScript

ADDITIONAL TECHNOLOGIES : Java, NodeJS, Terraform, Chef, Postgres, MySQL, OpenStack