

Thiyagarajan Anandan (Theo)

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Summary

An experienced engineering leader specializing in building and operating global, internet-scale infrastructure. Deep expertise in managing Kubernetes clusters at massive scale, designing global load balancing and traffic routing strategies, and implementing cloud-native automation. A proven track record of leading high-performing, distributed teams (including managers) through high-ambiguity M&A consolidations and large-scale cloud migrations, while recruiting top talent and fostering a culture of reliability and operational excellence.

Professional Experience

Sr. Engineering Manager, Platform Engineering
(Promoted)

Jan 2025 – Present

Engineering Manager II, Platform Engineering

Jun 2022 – Dec 2024

Uber Technologies Inc (moved to Uber Freight by Jan'2023)

- **Architected Global, Multi-Region Infrastructure:** Led the technical strategy and execution for consolidating infrastructure from three major acquisitions. Designed and scaled multi-region Kubernetes clusters, global load balancing, and service mesh (Istio) deployments to unify disparate services from Azure and on-prem into a single, reliable GCP ecosystem.
- **Built & Led High-Performing Platform Organization:** Recruited, grew, and mentored a diverse, multi-disciplinary organization of 50+ (ICs and managers) across Cloud Engineering, DevOps, SRE, and Platform Tools. Fostered a high-trust culture that attracted and retained top engineering talent in a competitive market.
- **Drove End-to-End Automation:** Championed an "automate everything" approach, scaling Infrastructure-as-Code (Terraform) and CI/CD practices to manage provisioning, upgrades, and failover across a complex, multi-cloud environment. Restructured CI/CD pipelines to support a unified developer experience post-acquisitions.
- **Owned & Improved Core Infrastructure SLOs:** Defined, owned, and continuously improved core infrastructure KPIs and SLOs (availability, latency, scalability) for

enterprise-tier customers. Strengthened system reliability and security through network hardening, proactive incident prevention, and implementing a modern, large-scale observability stack with Datadog.

Head of Cloud Engineering | GoBrands Inc (gopuff)

Oct 2021 – June 2022

- Oversaw global infrastructure across North America, Europe, and South America, supporting rapid international expansion and high-volume traffic.
- Architected and scaled a compliant cloud architecture in Azure to meet SOX, PII, and CCPA requirements, enabling faster service deployment at scale.

Engineering Manager, Site Reliability Engineering | Chewy Inc

Feb 2019 – Oct 2021

- Grew the SRE team from 3 to 18 engineers to support the hyper-growth of business-critical e-commerce applications.
- Directed the successful migration of critical on-prem services to AWS under an aggressive timeline, significantly improving scalability and availability.
- Established a data-driven reliability practice using SRE principles (SLIs, SLOs, SLAs) and Chaos Engineering to improve system resilience.

Additional Engineering Experience

Sr. DevOps Engineer | Ultimate Software Inc, USA *Dec 2017 – Feb 2019*

- Built, scaled, and automated virtual infrastructure for multi-node deployments within a private OpenStack cloud.
- Developed a RESTful API and microservices in Go for an internal PaaS "appliance marketplace."
- Authored and maintained Chef cookbooks to provide pre-configured "appliances" (e.g., MongoDB replica sets) to internal SaaS teams.

DevOps Engineer | Sonian Inc, USA *May 2016 – Dec 2017*

- Migrated production infrastructure into AWS VPCs using CloudFormation templates and automated release engineering with Chef.
- Reduced infrastructure costs by implementing auto-scaling policies based on usage trend analysis.

Systems Engineer | Tata Consultancy Services, India *Nov 2012 – Jun 2015*

- Designed an integrated monitoring system using SCORCH runbooks, decreasing downtime significantly.
- Developed scripting to automate performance analysis, saving ~20 hours/week on bug reporting.

Technical Skills

- **Cloud & Containerization:** GCP, AWS, Azure, **Kubernetes at Scale**, Docker
- **IaC & Automation:** **Terraform**, Ansible, Chef, Jenkins, Modern CI/CD
- **Networking & Service Mesh:** **Istio**, **Envoy**, Aviatrix, Cloudflare, **Global Load Balancing (L4/L7)**, Traffic Routing
- **Observability:** **Datadog**, **Prometheus**, **Grafana**, OpenTelemetry, Distributed Tracing
- **Programming & Scripting:** Python, Go, Ruby, Bash

Speaking, Leadership & Community

- **Keynote Speaker, Datadog Summit - SF (2025):** "Strategies for Large-Scale Observability & M&A Infrastructure Consolidation."
- **Customer Advisory Board Member, Datadog:** Advise on the product roadmap for enterprise observability solutions.
- **NADOG Speaker (2023, 2024):** Delivered talks on "Build vs. Buy," "Building SRE Teams," and "Enterprise Monitoring Solutions."
- **AI Hackathon Lead:** Organized an AI hackathon for platform engineering, focused on building AI agents to automate alert remediation.
- **Lead, Uber Freight Internship Program:** Created an internship program with UIUC, achieving a 90% full-time conversion rate.
- **Founder & Lead, 'Voyagers' ERG:** Established an Employee Resource Group supporting global immigrants at Uber Freight.

Education & Certifications

- **Master of Science in Engineering Management** | Northeastern University, Boston, USA
- AWS Certified Solutions Architect | Certified Scrum Master | ITIL V4 Foundation Certified