

Balakrishnan Vasudevan

📍 Aurora, Colorado, United States ✉️ bala1990krishna@gmail.com 📞 8056377203 🌐 in/balakrishnanvasudevan

SUMMARY

- Site Reliability Engineer with over 10 years of experience in cloud, on-prem infrastructure, Unix/Linux systems administration, and hands-on incident management across various platforms.
- Passionate about learning and technical problem-solving while optimizing distributed systems' efficiency, reliability, performance, and security.

EXPERIENCE

Senior Platform Engineer

Oak Street Health

July 2024 onwards, Remote

- Lead Platform Engineer, managing the Canopy platform's cloud infrastructure and CI/CD to enhance operational reliability and patient outcomes.
- Developed robust incident response frameworks to rapidly mitigate critical platform issues, reducing service disruptions and aligning with SLA commitments.
- Executed the seamless migration of over 40 services from CSP to EA on Azure with zero downtime.

Site Reliability Engineer

Rad AI

January 2024 – May 2024, Remote

- Led as Incident Commander for high-stakes incidents, orchestrating fast-paced resolutions with actionable insights to improve real-time detection and response, aligning with Rad AI's LFI framework.
- Built tracing infrastructure using OpenTelemetry and Signoz, increasing system observability by 60% to detect issues early and enhance cross-service visibility, ensuring seamless coordination during incidents.
- Developed a tailored monitoring and alerting system on GCP for new product support, reducing alert fatigue by 70% and implementing targeted, actionable alerts for specific product teams to enable immediate response.

Senior Software Engineer

Salesforce.com

June 2020 -September 2023, Remote

- Directed incident management and chaos testing for Kubernetes and Docker-based environments, reducing Mean Time to Recovery (MTTR) by 30%.
- As Tech Lead, scaled CI/CD deployments from 10 to over 400 AWS clusters on the Hyperforce platform, cutting deployment time by 75% and standardizing deployment workflows.
- Collaborated with 20+ teams on a bi-monthly cadence for critical platform integrations, overseeing planning, implementation, and troubleshooting.
- Facilitated comprehensive post-incident reviews to drive continuous improvement and optimize response efforts across the incident lifecycle.
- Achieved a 99% SLA for security patching across 4000+ hosts, reducing patching-related availability issues by 90% through process optimization and safeguards.

Cloud Infrastructure Engineer

Shape Security (F5 Networks)

December 2018 - June 2020, Santa Clara, CA

- Oversaw site reliability for Shape Protection Manager in a multi-cloud - AWS and GCP environment, ensuring availability and performance.
- Managed a high-throughput data pipeline with Kafka, Avro, and custom Java consumers, processing 8TB+ daily to Elasticsearch, S3, and GCS.
- Enhanced deployment efficiency by automating provisioning with Terraform and Salt, reducing deployment times by 50%.
- Established a comprehensive monitoring stack (Datadog, Prometheus, Stackdriver) to streamline visibility and optimize system health metrics.

Web Operations Engineer

Appfolio

February 2016 - December 2018, Goleta, CA

- Achieved 99.99% uptime for a SaaS product by leading end-to-end reliability practices, monitored by Pingdom and other tools.
- Configured and managed Production, QA, and CI environments across both bare metal and AWS, optimizing for availability and performance.
- Spearheaded the team's monitoring initiatives, implementing server performance analytics and alert tuning, resulting in more responsive troubleshooting and minimal alert fatigue.
- Automated server provisioning, cutting time by 70% and reducing manual intervention.

Software Engineer Intern

Appfolio

June 2015 - September 2015, Goleta, CA

- Reduced network port flaps by 40% by identifying persistent issues and optimizing data center link monitoring for early failure detection.
- Conducted a comprehensive gap analysis of monitoring infrastructure, improving downtime response and reducing critical failures by 90%.

Senior Engineer-IP/MPLS

Ericsson Global Services (India) Pvt. Limited

July 2011 - September 2014, Chennai, India

- Led a team of three engineers in the design and optimization of transport networks for 2G, 3G, and 4G services across India and South Africa, using Juniper, SmartEdge, and Huawei technologies.
- Architected the 3G IP backbone network for six cities in South Africa, supporting over 2000 3G base stations with optimized routing and minimal latency.
- Set performance benchmarks by troubleshooting routing protocols (OSPF, BGP, MPLS) to reduce latency, packet drops, and congestion across backbone networks.

EDUCATION

Master of Science

University of California • Santa Barbara

Bachelor of Engineering

Anna University • Chennai, India

Certifications

Certified Kubernetes Administrator (CKA)

TECHNICAL SKILLS

Platforms - AWS, GCP, Azure, On-prem infrastructure

Unix/Linux Systems Administration

Python, Go, Bash

System Design and Architecture

SRE, DevOps, Chaos Testing

Kubernetes, Docker, Istio, Helm

GitHub

CI/CD - Spinnaker, Jenkins, TeamCity

Infrastructure as Code - Terraform, Pulumi, Puppet, Salt

Kafka, Elasticsearch, MongoDB

Splunk, New Relic, Stackdriver, Prometheus, Datadog, LogicMonitor, OpenTelemetry, Signoz, Zabbix, Graylog, Grafana

Incident Management, Post-Incident Reviews, Incident Command