Balakrishnan Vasudevan

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SUMMARY

· Site Reliability Engineer with more than 10 years of experience in cloud, on-prem infrastructure, and Unix/Linux systems administration.
· Passionate about learning and technical problem-solving while optimizing the efficiency, reliability, performance, and security of distributed systems.

EXPERIENCE

Senior Software Engineer
Salesforce.com   **June 2020 -September 2023, Remote**
· Tech Lead for handling the deployment of integrations using Spinnaker to the Hyperforce platform. Helped scale up the deployment of the pipeline from just 10 to more than 400 AWS clusters, saving 75% in deployment time.
· Led a cross-functional collaboration with 20 teams within Salesforce, taking ownership of the planning, implementation, and troubleshooting of integrations on a bi-monthly cadence.
· Automated deployments to provide 70% savings in man-hours spent on the release process.
· Handled incident management and response for Kubernetes and Docker-based compute, service discovery, and software load balancing infrastructure hosted on bare metal and AWS platforms that provide a PaaS for Salesforce product teams.
· Ensured consistent 99% SLA for security patching for more than 4000 hosts with regular triaging.
· Reduced availability issues during host and rack patching by 90% by implementing safeguards.

Cloud Infrastructure Engineer
Shape Security (F5 Networks)   **December 2018 - June 2020, Santa Clara, CA**
· Site reliability, and operations for Shape Protection Manager in a multi-cloud environment – AWS and GCP.
· Responsible for the operation and maintenance of a data pipeline using Kafka with Avro publishers and custom Java consumers designed to write more than 8TB of data daily to 5 Elasticsearch clusters, AWS S3, and GCP GCS Object Stores.
· Release cycle, provisioning, and configuration management on Production, QA, and Staging environments using Terraform and Salt. Reduced the average deployment time by 50% using automation.
· Led the team's work on monitoring: Process, configuration, and threshold monitoring using Datadog, Prometheus, and Stackdriver.

Web Operations Engineer
Appfolio   **February 2016 - December 2018, Goleta, CA**
· Site reliability for a SaaS product: >99.99% uptime as monitored by Pingdom.
· Systems administration, configuration, and release management for Production, QA, and CI environments on bare metal and AWS platforms.
· Monitoring and Analysis: Lead engineer for the team's work on monitoring, including performance analysis for servers to optimize load and increase backend performance, troubleshooting, developing custom Ruby and Python scripts to monitor performance, and alert tuning.
· Automated provisioning of new servers reducing server provisioning time by 70%.

Software Engineer Intern
Appfolio   **June 2015 - September 2015, Goleta, CA**
· Identified and improved persistent issues with the data center network like port flaps and packet discards leading to a 40% decrease in port flapping.
· Improved visibility for monitoring link failures and status changes.
· Performed a comprehensive analysis of existing monitoring infrastructure identifying and improving gaps in alerting and reporting, resulting in reducing downtime by as much as 90%.

Senior Engineer-IP/MPLS
Ericsson Global Services (India) Pvt. Limited   **July 2011 - September 2014, Chennai, India**
· Led a team of three engineers handling the design and optimization of Microwave, Optical, and Ethernet-based transport networks for 2G, 3G, and 4G services in India and Africa involving Juniper, SmartEdge, and Huawei routers.
· Reduced time to carry out performance monitoring activities on the network by 90% by using bash and VB scripting.
· Designed the transport network for 6 cities in South Africa to support more than 2000 3G base stations.
· Set a network performance benchmark by troubleshooting routing protocols like OSPF, BGP, and MPLS, ensuring minimal latency, packet drops, errors, and congestion in the backbone network.

EDUCATION

Master of Science
University of California · Santa Barbara · 2015

Bachelor of Engineering
Anna University · Chennai, India · 2011

SKILLS

· Managed at scale: Kubernetes, Terraform, Puppet, Jenkins, Spinnaker, Git, AWS, GCP, Salt, Kafka, Prometheus, Elasticsearch, TeamCity
· Programming Languages: Python, Bash Scripting
· Monitoring Systems: Logic Monitor, DataDog, Prometheus, Stackdriver, New Relic