

SHRUTHI NAIDU

Site Reliability Engineer

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Profile

A site reliability engineer, looking to make sense out of chaos while driving necessary change to help build a reliable platform.

Professional Experience

Site Reliability Engineer, Workday

Mar 2022 – present

Helping transform the ops organisation into an SRE one through building the SDLC and CI/CD framework while working on day to day operations.

Site reliability engineer (Remote), BlockFi

Apr 2021 – Dec 2021

Being an SRE evangelist, handling incidents as a first line responder and spearheading blameless incident postmortems. Assisting service teams in adopting best practices in terms of deployments, alerting and metrics while managing tooling and maintenance of the public cloud infrastructure.

Projects : Wireguard, Service Improvements, Observability stack

Site Reliability Engineer, Criterion Networks

Jul 2019 – Mar 2021

Ensuring customer success through incident management and maintaining client usage metrics, while assisting the QA team in post/pre deployment testing while advocating for adoption of SRE practices in metrics and observability. Maintaining the hybrid cloud environment while developing good processes as well as product documentation.

Projects : Client Metrics

Engineer 1 (Systems engineer), Jcpenney Services India

Dec 2016 – Jun 2019

Providing L1 support for all issues from around 450+ store locations in the US, data centers as well as IBOs (international buying offices) handling hardware installation and troubleshooting. Leading the operations center (NOC) team on daily task allocation, incident queue management, process documentation as well as root cause analysis.

Skills

Cloud: (AWS, GCP, Private Cloud)

OS: (Linux)

Infra as Code: (Pulumi, Terraform)

Container Management: (Docker, Kubernetes, Helm)

Software and version control: (Bash, Python, Github)

Observability and Alerting: (ELK Stack, Prometheus, Grafana, HoneyComb, Humio, Big Panda)

Collaboration Tools: (JIRA, Confluence, Pager Duty, Ops genie, Slack, Zendesk)

Product Tools: (Metabase)

Courses

Google Cloud Professional Certificate: Cloud Engineer

Kubernetes Course, O'Reilys

Projects

Observability Stack Setup

- Worked with the observability team in setting up a new monitoring stack with Prometheus and Grafana using EKS and Helm over Pulumi.
- Assisted the team in setting up honeycomb tracing efficiently through refinery.

Wireguard

- Helped create an open source VPN setup to ensure separation between development and production resource access to teams.
- The project was to be set up using basic python with resources that were brought up using Pulumi infrastructure as a code platform on AWS.

Service Improvement

- Tasked with identifying areas of improvement for an internal application service team at a previous organisation.
- Helped set up adequate monitoring and logging dashboards to measure cloud resource usage, service specific metrics and alerting while bringing forward the need to have in-code documentation and deployment runbooks empowering the team to handle their production changes independent of the infrastructure team.

Client Usage Metrics

- Account and Client specific information was colated and maintained over Metabase at a previous organisation.
- The tool presented information on the users consuming the cloud resouces at a specific time as well as over an inout duration.
- This helped in finding out multiple dicrepancies in the data maintained on the cloud database and were mitigated with better querying techniques and backend process changes.
- These dashboards also helped in understanding product resource cost at a higher level.

Education

Master's Degree (MTECH)

Sep 2014 – Jun 2016

Major : Digital communication and Networking

School : The Oxford college of engineering

Bachelor's Degree (BTECH)

Aug 2009 – Jun 2013

Major : Electronics and Communication

School : New Horizon college of engineering

Awards

Exceptional Performance - PL Mobility, Hewlett Packard

Apr 2014

Exceptional Performance, Hewlett Packard

Feb 2014

Certificate of appreciation - Best Performer - Q2 FY14, Hewlett Packard

Apr 2014

90% NPS / 90% Delight / 0% DSAT / 100% TPR / 90% FCR

Warrior Spirit Award, JCPenney

Received this award for building the operations (NOC) team from the ground up including setting processes in place as well as training team members.

Employee of the month, Criterion Networks

Apr 2020

Received this award for working on building the SRE team while maintaining customer success with all clients from onboarding to exit.

Interests

Singing

Sport enthusiast

Amatuer Guitarist

Part of the Toastmaster fraternity

Attending tech conferences and webinars