

Customer Engagement Experience

I have extensive experience in customer engagement, focusing more on internal stakeholders and teams than external customers. At USA Today, I was part of the Customer Success Engineering team, collaborating with business stakeholders and cross-functional leads to assess their requirements and provide end-to-end solutions, particularly with cloud-based technologies. I then transitioned to the Customer Engagement team, where I managed a wider range of third-party clients acquired through business acquisitions.

At Blizzard Entertainment, I served as the sole Site Reliability Engineer (SRE) for *Diablo Immortal*. In this role, I combined the responsibilities of a DevOps infra architect, product owner, and customer engagement engineer. My customers included both internal Blizzard teams and external teams at NetEase Games (CN). This experience led to my involvement in other Blizzard game titles, including *Diablo 2 Legacy*, *Diablo 2 Resurrected*, *Diablo 3*, *Diablo 4*, and *Hearthstone*.

Initiative Led: Cost Optimization for Diablo Immortal

One of the most impactful initiatives I led was a comprehensive cost optimization project for *Diablo Immortal*. This initiative required collaboration with multiple stakeholders across different teams, organizations, and companies, including finance and executive leadership.

The approach I took involved:

1. Understanding the broader objectives and goals of the stakeholders.
2. Gathering requirements, defining responsibility for key metrics, and establishing long-term maintenance plans.
3. Developing an initial MVP, seeking feedback, and refining the solution based on input.
4. Finalizing documentation and conducting office hours for ongoing adjustments as needed.

The result was a significant cost reduction across multiple game titles, as the playbook I developed was applicable to other projects. This success sparked interest in replicating the approach for additional game titles, driven by leadership's enthusiasm to apply the same cost-savings principles.

Technical Depth

I have worked with development tools professionally since 2014, accumulating approximately 10 years of experience. Over the past 9 years, I have gained extensive experience in DevOps and cloud tools, including AWS, GCP, Azure, Alibaba Cloud, and OpenStack On-Prem. I have architected and implemented production-grade solutions, addressed specific and niche requirements, and explored efficiency improvements across various cloud platforms.

In my role as a Senior Site Reliability Engineer, I have taken on various roles, such as product owner, program manager, technical account manager, customer success engineer, customer engagement engineer, and solutions architect. These experiences have given me a broad, comprehensive understanding and contextual awareness, which I believe will contribute positively to the requirements of this role.