

Shreyas Gune

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- I am a passionate and consistently motivated individual with **8.5 years of experience in cloud technologies, DevOps and SRE** and 1 year of hands-on experience in machine learning, neural networks and LLMs.
- I care about my projects and I am genuinely interested in them. I am capable of learning required skills (and teaching them) that would help my team, provide value to the business, as well as help with my personal growth.

CAREER OBJECTIVES

- To lead the design, automation, and management of scalable, secure, and cost-efficient cloud-based applications, driving operational excellence through proactive monitoring, DevOps best practices and AI custom-model tuning.

SKILLS

Artificial Intelligence & Machine Learning: Supervised ML (regression, classification), **neural networks**, gradient descent, PyTorch, model evaluation, FastAPI-based ML inference, REST/OpenAPI, Retrieval-Augmented Generation (RAG), FAISS vector search, embeddings, document chunking, LLM integration (Ollama), end-to-end ML pipelines, MLOps fundamentals.

Technical Languages: Terraform-HCL, Go, Python, YAML, PROMQL, SQL, Bash, Varnish, Groovy/Java

Cloud Platforms: **Google Cloud Platform (GCP), Amazon Web Services(AWS), Openstack, Microsoft Azure, Alibaba**

Infrastructure and Orchestration: Docker, Kubernetes (Self-Hosted & Managed), Helm, Terraform, Terragrunt (IaC), Ansible, Puppet (Windows, Linux, Mac), Rancher, Artifactory, FASTLY CDN and WAF with VCL.

Observability: Prometheus, Grafana, AlertManager, Loki, Thanos, Promtail, Tempo, Elastic-Kibana-Logstash, Splunk, New Relic, SumoLogic, DataDog, Cloudwatch, Journal

CI/CD and Automation: Jenkins, GitHub Actions, ArgoCD, Atlantis, Octopus

Networking: L4/L7 Load Balancing, L3 Networking, DNS Management

SecOps expertise: Managed HashiCorp Vault, OPA, PKI, SSL/TLS automation, firewalls, and OAuth2,OIDC,LDAP auth, IAM, Active Directory, IdPs: OKTA and follow PCI-DSS compliance.

System Administration: Unix/Linux Servers (Debian/Ubuntu, RHEL/CentOS), On-Premise Infrastructure

SRE Practices: SLO, SLI, Error Budgets, Root Cause Analyses (RCA), Blameless Postmortems, Incident Response (MTTR, MTTA), on-call rotations, Information Systems and Technology Management (ISTM) Processes

PROFESSIONAL EXPERIENCE

Senior Site Reliability Engineer, Blizzard Entertainment (XBOX Studios, Microsoft)

August 2021 - Present

SRE Product Ownership: **Hearthstone, Diablo Immortal, Diablo 2 Resurrected, Diablo 3, Diablo 4**

Work Profile:

- **Led and owned franchise-wide deployment of Microsoft Defender for Endpoint** across the entire infra fleet, reducing endpoint onboarding time by **~65%** and accelerating secure platform adoption across Diablo and Hearthstone. This was hailed as a major win across the entire Blizzard org as it built confidence for other teams.
- **Dedicated Senior SRE for Diablo: Immortal: Engineered solutions in GCP (Helm, Kubernetes) and AWS infrastructure using Terraform and Terragrunt**, automated Windows/Mac VM setups with **Puppet/Jenkins**, and optimized **AWS resources (EC2, S3, DNS and Lambda)** with **Billing API** and **Tableau**. Delivered a **71.14% cost reduction** through SKU optimization and scaling enhancements.
- **Senior SRE for Diablo 4:** Operated Kubernetes resources,, managing HPA-scalable microservices with **Consul service mesh, Pulsar message bus, Redis memorystore, CI/CD (ArgoCD, Atlantis), and observability tools (Prometheus, Grafana, Kibana, AlertManager)**. Delivered a **67.03% cost reduction** through SKU optimization and scaling enhancements.
- **Led SLO initiatives for Diablo 4**, designing a comprehensive framework adopted by other teams. Implemented **player-experience-based SLOs, reducing complaints and bug-fix times via real-time metrics, dashboards, and alerting mechanisms.**
- **Senior SRE for Diablo 3, Diablo 2 Resurrected, and Legacy:** Built **Terraform IaC for OpenStack**, automated tasks with **Ansible and Puppet**, managed **RabbitMQ, Redis, and databases (BigQuery, MySQL, PostgreSQL)**.
- **CI/CD:** **76% avg time savings via end-to-end build deployments using GitHub Actions, Atlantis, ArgoCD, and Jenkins.**
- Performed stress testing, performance analysis, and troubleshooting for optimization.
- **Cost Optimization:** Led cloud cost analyses, achieving long-term savings (**71.14% and 67.03%**)
- Consistently delivered impactful solutions, facilitated stakeholder communication, mentored junior engineers, conducted peer reviews, and authored technical documentation to streamline operations and knowledge transfer.

Site Reliability Engineer, USA Today Network

May 2017 – August 2021

Work Profile:

- Managed the **USA Today web portfolio (256 websites)** on **Kubernetes**, enabling **automated deployments, traffic failovers, and publishing updates via Jenkins.**
- Led the **Customer Engagement Solutions team** to implement **GCP solutions** tailored to internal needs, including **Service Level Indicators (SLI)** and **Service Level Objectives(SLO)**.
- Created monitoring dashboards using **NewRelic**, log management via **Splunk**, and an **alert automation tool in Go with VictorOps and Slack integration.**
- Developed the **first in-house Fastly Terraform Provider in Go.**
- Built and managed all of the **automation pipelines with GitHub Actions, Jenkins and APIs**, reducing toil.
- Wrote an **API management solution on Fastly's CDN Edge using Varnish Config Language** and logging/monitoring for it was provided by **SQLs in Google BigQuery and Google DataStudio.**
- Conducted **Production Readiness Reviews as a subject-matter expert.**

FullStack Developer, AT&T

Aug 2016 – May 2017

Development Engineer Intern, Ericsson

June 2014 - May 2015

Memberships & Leaderships

- Inductee, Eta Kappa Nu, Engineering Honors Society
- Academic Excellence Award, Engineering Senator, Student Congress
- Speaker at New Relic's FutureStack DC 2019 on *SRE Methodology at USA Today*
- University of Texas at Arlington, M.S. in EE | University of Mumbai, B.E. in ETC

Education