

# 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, MTAA), 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 & Leadership**

- 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**