

# Arpit Agarwal

## Site Reliability Engineer

Infrastructure Engineer with 4+ years of working experience who loves to solve engineering problems. Well-versed in writing code to architecting solutions & strategies. Always prefer following DevOps practices using open-source softwares with a passion to contribute back to community.

## WORK EXPERIENCE

### 2018 ● SAP Labs, Bangalore, India

#### Site Reliability Engineer (May 2020 - Present)

SAP Cloud Platform is a region specific PaaS solution. It's maintained by multiple teams in a single Infrastructure as code repository

- Resolved production issues e.g. Memory Leak, Slow DB writes, etc
  - Automated rotation of AWS IAM user key after 90 days via Terraform & CD
  - Achieved High availability by rearchitecting stack for multi-zone deployment with Load Balancer provisioned via Terraform
  - Reduced downtime by 75% by introducing automated RCA scripts in CI/CD pipeline which can be triggered during outages
  - Eliminated toil by automating landscape update process via shell scripting which made it 85% faster and error free
  - Implemented Mutual TLS to authenticate incoming metrics with auto creation & rotation of certificates via CI/CD pipeline
  - Automated compile & release creation of repos by small Docker project
  - Utilized CD pipeline to automatically rotate DB and Grafana credentials
- Leveraged Knowledge in Git, Grafana, InfluxDB, Riemann, Telegraf, Bash

#### Performance Engineer (Mar 2020 - Present)

Optimizing and Benchmarking various solution hosted on Kubernetes

- Derived optimum configuration of Fluent in EFK stack
- Optimized Cortex performance (Distributed database for Prometheus)

Tooling: K6, Docker, Prometheus, Grafana, Kubernetes, Jaeger

#### Software Engineer (Dec 2019 - Feb 2020)

Short lived team meant for evaluating Jaeger for Tracing support

- Architected the Deployment strategy for Jaeger as a Service in an orchestrated environment
- Integrated Jaeger into Observability Stack of SAP Cloud Platform via personal project

Tooling: Cassandra, Jaeger, Helm, Kubernetes, Golang

#### DevOps Engineer (May 2019 - April 2020)

- Architected the product to be cloud-native and collaborated with team to ensure that DevOps practices are being followed
- Developed branch agnostic CI/CD pipeline on Jenkins & Github Actions with vulnerabilities checks. Tooling: Github Actions, Jenkins

#### Full Stack Developer (May 2019 - Nov 2019)

- Created Backend APIs in NodeJS for various features in a product which helped customers to visualize on-prem landscape
- Did UX enhancements on frontend using SAP UI5 library

#### Linux System Engineer (Aug 2018 - April 2019)

A project dedicated to migrate SAP Netweaver On-Premise systems to GCP

- Migrated 25+ Systems. Team achieved target of 1000 systems by year end
- Automated installation of Netweaver system via Perl script

Tooling: rsync, CloudEndure, Perl, Bash

### 2016 ● GVC Systems, Noida, India

#### Intern (May 2016 - June 2016)

Software Developer for IoT based applications and products

- Developed E2E products for customer solving some of their daily problems e.g. Capture Vehicle Number in parking lot, Automatic Door Lock System, Dash Cam streaming video to Cloud.
- Technologies: Docker, MQTT, SpringBoot, Android, Image Recognition, Java & Python

## Contact

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## ACHIEVEMENTS & CERTIFICATIONS

- 2021 ● Certified Kubernetes Administrator (July 2021 - July 2024)
- 2017 ● Secured 2nd position in Inter College Quiz Competition (Feb 2017)
- 2015 ● Awarded 50% Scholarship in all Semesters

## SKILLS

- Kubernetes, Helm
- Docker
- GitOps, IaC
- Jenkins, GH Actions
- Bash, Golang
- K6, JMeter
- Prometheus, Fluent, Jaeger
- Grafana, Kibana
- Cortex, InfluxDB
- GCP, AWS

## EDUCATION

- 2018 ● M.Tech in Software Engineering (CGPA 8.53)  
BITS Pilani (Aug 2018 - July 2022)
- 2015 ● Bachelor in Computer Applications (CGPA 7.52)  
Amity University (July 2015 - June 2018)

## OPEN-SOURCE CONTRIBUTIONS

- Prometheus**  
Raised issue & followed through for the fix - [Link](#)
- Raspbian Recipes**  
Network related scripts - [Link](#)
- Jaeger**  
Contributed to Helm Charts - [Link](#)
- Jaeger Deployer**  
Deploy Multi-tenant Jaeger using K8s - [Link](#)
- Activities on Github**  
Various PRs & Issues - [Link](#)

## HOBBIES AND INTEREST

- Playing Games
- Irregular GYM
- Listening to Music
- Streaming Netflix
- Coded this file in Latex