



SUKHDEEP SINGH KOHLI

+1 (510) 838 0007

sukhdeepsingh@outlook.com

www.sukhdeepkohli.com

Concord, San Francisco Bay Area, CA

<https://www.linkedin.com/in/sukhdeepkohli>



SITE RELIABILITY ENGINEER – CERTIFIED KUBERNETES ADMINISTRATOR -
AWS CERTIFIED SOLUTION ARCHITECT – TERRAFORM
9+ YRS EXP – PASSIONATE ABOUT INFRASTRUCTURE, HA, SCALABILITY

JOB EXPERIENCES

STAFF SITE RELIABILITY ENGINEER

Jun 2018 – Present

OKTA - TECHOPS (SAN FRANCISCO, CA, USA)

Designing, building, running and monitoring Okta's production infrastructure. Responding to production incidents and determining how we can prevent them in the future. Triaging and troubleshooting complex production issues to ensure reliability and scalability. Identifying and automating manual processes. Developing and maintaining technical documentation, runbooks and procedures. Supporting a 24x7 online environment as part of an on-call rotation.

SITELIABILITY / PERFORMANCE ENGINEER

Mar 2016 – May 2018

VERIZON WIRELESS – MESSAGING TEAM (WALNUT CREEK, CA, USA)

Worked on the Message+ application, a messaging platform with over 30 Million Subscribers. The App provides rich experience for over the top Voice Calls, Video Calls, Multi Line, Multi Device, Group Messaging, Send/Receive Money, Location, Giftcards etc and many other features which are not possible using traditional SMS/MMS protocols. This involved automating AWS based SaaS/Cloud, distributed micro-services architecture.

LEAD PERFORMANCE ENGINEER

May 2015 - Feb 2016

GAP INC – NEXT GENERATION POS (SAN FRANCISCO, CA, USA)

Worked on mobile checkout system which gave each store associate the ability to help customers in checking out without waiting in queues at check-out counters. This helped in enhancing the customer experience and hence increasing the revenue for the stores.

+ 4 MORE POSITIONS

EDUCATION

MASTER OF COMPUTER APPLICATIONS

Jul 2007 – June 2010

PUNJAB TECHNICAL UNIVERSITY, JALANDHAR (INDIA)

Three-year Master of Computer Application includes classes and examinations in Algorithms & Data Structures, Software Engineering, Computer Programming, Computer Architecture, Artificial Intelligence, Database Management Systems, Operating Systems and other related subjects.

BACHELOR OF COMMERCE

June 2004 – June 2007

PANJAB UNIVERSITY, CHANDIGARH (INDIA)

Three-year Bachelor of Commerce includes classes and examinations in Entrepreneurship, Economics, Accounting, Company Law and Auditing, Labor Laws, Banking, Insurance, Direct and Indirect taxes and other related subjects.

CERTIFICATIONS



[Verify](#)



[Verify](#)



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PRO SKILLS

- AWS
- KUBERNETES
- DOCKER
- PYTHON
- CHEF/ANSIBLE/TERRAFORM
- LINUX ADMIN
- CI/CD
- MONITORING (ELK)



DETAILED EXPERIENCE

PERIOD

JUNE 2018 – PRESENT

EMPLOYER

OKTA

WORK LOCATION

SAN FRANCISCO, CA

ROLE

STAFF SITE

RELIABILITY ENGINEER

OKTA – TECHNICAL OPERATIONS

- Okta provides a highly critical cloud Identity Management service where the focus on 24x7 availability and security are paramount
- Provisioning and maintaining high availability of all services hosted on AWS Cloud - Specific technologies which include EC2, ECS, VPC, S3, Load Balancers
- Writing/Troubleshooting CHEF Cookbooks as CHEF is used for Configuration management and making sure Infrastructure is consistent across all environment.
- Writing playbooks in Ansible for deployments since deployments have complex choreography given SLA for service is 99.999% uptime
- Containerization of applications using Docker and using AWS ECS (Elastic Container Service) for its orchestration.
- Capturing and provisioning new Infrastructure resources in Terraform so have repeatable method for creating/updating environments
- Supporting a 24x7 online cloud service as part of On Call Rotation. Using best judgement to troubleshoot production incidents or escalating when we need more eyes and hands on outage or potential customer impact



DETAILED EXPERIENCE

PERIOD

MAR 2016 – MAY 2018

EMPLOYER

MASTECH DIGITAL

WORK LOCATION

WALNUT CREEK, CA

ROLE

SITE RELIABILITY &

PERFORMANCE

ENGINEER

VERIZON WIRELESS – MESSAGING

- Experienced in strategy and practical implementation of AWS Cloud-Specific technologies which include EC2, EBS, S3, VPC, ELB, ECS, Cloud Watch.
- Experienced in Configuration Management tool - Ansible for provisioning AWS Resources
- Migrating the existing monolith legacy system over to Cloud as microservices and make sure it aligns with "12 factor" methodology and geared for scalability.
- Writing playbooks in Ansible for automating repetitive System Administration tasks and installation/upgradation/configuration of software packages
- Containerization of applications using Docker and using AWS ECS (Elastic Container Service) for its orchestration.
- Familiar with Continuous Integration process using Bamboo, Maven, GIT
- Writing scripts in Shell/Bash and Python to automate Health Checks and other System tasks
- Setup Monitoring tools such Elastic Search, Logstash and Kibana and Graphana.
- Extensive experience in Performance tuning for Java Applications using APM Profiling tools like Dynatrace/jProfiler, Heap Analysis, Garbage collection overhead and analyzing thread dumps. Identifying Bottlenecks practicing best practices for Performance Engineering for end to end



DETAILED EXPERIENCE

PERIOD

MAY 2015 – MAR 2016

EMPLOYER

TIVA SYSTEMS, INC.

WORK LOCATION

SAN FRANCISCO, CA

ROLE

LEAD PERFORMANCE

ENGINEER

GAP INC – NEXT GEN POINT OF SALE SYSTEMS BASED ON IPOD/PAD

- As Performance Engineer, my job was to fine tune the system and provide recommendations so that the systems are stable and healthy on crucial days like Black Friday, Thanks Giving or Cyber Monday
- Detect Performance degradation/issues with regards to CPU, MEMORY, STORAGE and NETWORK
- Expert in simulating traffic and fine-tuning IBM Sterling Order Management System to handle capacity
- Experience on HP LoadRunner components including VuGen, Controller, Load Generator, Agents, Analysis and Monitoring tools
- Familiar with Electric Commander, Jenkins, GIT
- Using CHEF for configuration management

DETAILED EXPERIENCE

PERIOD

MAY 2012 – MAY 2015

EMPLOYER

ACCENTURE

WORK LOCATION

MINNEAPOLIS, MN

ROLE

SR. PERFORMANCE /
CAPACITY ENGINEER

BESTBUY INC – ALL DIVISIONS

- Senior Performance Engineer leading the onshore team to ensure System scalability and reliability at Peak loads for entire BestBuy backend
- Helping the Business to understand and mitigate risk and report for Holiday Readiness.
- Managed the infrastructure capacity and Administration of core UNIX/Linux systems
- Developed many Bash and Python scripts to automate routine tasks and reporting
- Wide Range of Performance Testing Experience for applications/customizations ranging from IBM Sterling Order Management System, Oracle EBS, SAP, Oracle ATG, Retail Management System, Mobile Applications, Web Services (SoapUI) etc
- Provided key metrics like TPS/RPS, Throughput, 95% Percentile, Average Response time and resource utilization patterns of different application layers
- Interaction with application designers and business analysts to gather NFRS (Non-Functional Requirements Specifications), create performance test plan/scripts/Scenarios and creating results reports.
- Extensive experience in Performance tuning for Java Applications using APM Profiling tools like Dynatrace/jProfiler, Heap Analysis, Garbage collection overhead and analyzing thread dumps

DETAILED EXPERIENCE

PERIOD

JULY 2010 – MAY 2011

EMPLOYER

ACCENTURE

WORK LOCATION

BENGALURU, INDIA

ROLE

PERFORMANCE TEST
ENGINEER

AT&T INC – B2B BUSINESS PREMIER

- Senior Performance Analyst for AT&T B2B Business Premier
- Interaction with application designers and business analysts to gather NFRS (Non-Functional Requirements Specifications), create Performance Scenarios and creating results reports.
- Performance Benchmark Tests, Normal Load, Peak Load, Stress, Scalability and Endurance Tests.

DETAILED EXPERIENCE

PERIOD

JAN 2010 – JUL 2010

EMPLOYER

NET SOLUTIONS

PLACE

CHANDIGARH, INDIA

ROLE

DEVOPS AND PHP
DEVELOPER

NET SOLUTIONS – MULTIPLE PROJECTS

- Developing Websites using PHP MVC Framework such as CakePHP
- **Certified Microsoft Certified Solutions Developer - Programming in HTML5 with JavaScript and CSS3** having strong experience in developing Websites in both CorePHP using xHTML, CSS, JavaScript/jQuery
- Creation of shell scripts to automate tasks and perform basic monitoring.

OTHER IMPORTANT DETAILS

CURRENT LOCATION

SAN FRANCISCO BAY AREA

WORK AUTHORIZATION

H-1B VISA (6 YEAR TERM ENDING - 2021)
EXTENDIBLE – YES (SINCE I-140 IS APPROVED)

GREEN CARD STATUS

EB2, I-140 APPROVED

OPEN TO RELOCATE

NO

VISA SPONSERSHIP REQUIRED

YES, H-1B TRANSFER WILL
BE REQUIRED