

Abishek Krishnamurthy

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DIRECTOR - SRE | DEVOPS

Highly skilled and experienced SRE Senior Manager with technical expertise, strategic mindset, and strong managerial abilities to drive operational excellence and deliver high-quality services. Leads teams in designing, building, and maintaining highly scalable and reliable infrastructure. Proven track record of implementing best practices, driving continuous improvement, and optimizing system performance. Skilled in developing and executing strategic initiatives to enhance service reliability, reduce downtime, and ensure customer satisfaction. Excellent leadership abilities with a focus on team development and fostering a culture of collaboration and innovation.

COMPETENCIES

Development Team Leadership | Modern Software Development | System Architecture | Software System Security Agile Methodology | Open-Source Frameworks/Tools | Microservice Architecture | DevOps | Dev SecOps | Site Reliability Engineering | Cloud Infrastructure | Incident Management | Monitoring and Alerting | Automation Infrastructure-as-Code Continuous Integration / Continuous Deployment (CI/CD) | Capacity Planning | Team Leadership and Mentoring

TECHNICAL SKILLS

Dev SecOps: Jenkins | Ansible | Nginx | Citrix | Grafana | Terraform

Artifactory Monitoring Platforms: Splunk | Datadog | Newrelic | AppDynamics | Cloud watch

Platform Tools: AWS | Docker | JBoss | Tomcat | Apache

Programming: Python | Golang

Frameworks: Angular | Spring Boot | Spring Framework

Development Tools: Git | IntelliJ | Eclipse | SonarQube | Jira | Confluence

Security: Single Sign-On | SAML

Database and NoSQL: Oracle | SQL Server | MySQL | PostgreSQL | MongoDB | AWS DynamoDB

PROFESSIONAL EXPERIENCES

Capital One Financial

June 2011 – Present

Senior Software Engineering Manager

Leading teams of talented full stack engineers specializing in SRE and DevOps. Provide automated solutions to 40+ application teams in the areas of Software Delivery, Incident Management, Application Resiliency, and Monitoring and Alerting resulting in increased standardization and reduction in manual effort.

- As one of the leads within Capital One Digital's Reliability organization managed Site Reliability and closely partnered with Tool Development, R&D, Mobile Automation, and Perimeter Security for Capital One's customer facing products: JD Power award winning mobile app, web app, marketing website/engine, digital payment products, as well as their orchestration layer, its subsequent microservices, and data layers behind them.
- Built infrastructure and performance engineering platform for multiple enterprise initiatives including the re-platforming of the first Capital One Mobile application. Lead the complex technical problems to bring faster resolution of the systems for our customers.
- Played a key role during ING Direct (Capital One 360 now) acquisition in bringing technical tools and automation together to provide cross horizontal efficient Mobile development platform.
- Lead integrated Mobile engineering operations team to provide seamless customer experience through Capital One Mobile App. Built the regression and performance platform integrating with AWS Device Farm as front-end and mountebank as backend mock REST APIs to enable test automation for Mobile channel.
- Designed, developed, promoted, and managed SDLC best practices to ship critical feature sets and functionalities from developer machine to customer handheld Mobile devices (IOS and Android) in production.
- As part of Data Center Exit initiatives, I led the cloud transformation journey to build horizontally scalable cross regional observability and resilient cloud platforms to manage 150+ million customers banking needs digitally for Capital One Flagship Apps (Web and Mobile).
- Facilitated the platform move from monolithic applications and repositories to microservice structures.

Capital One Financial, continued

- Managed deployments of iOS and Android client releases to Mobile app stores.
- Played a key role to build resilient posture end-to-end to provide relief to APIs during system outages without compromising customer's experience.
- Leading the Capital One Digital's Reliability organization, which includes accountability for Site Reliability, Tool Development, Mobile and Web Automation, Resiliency and Architecture patterns, Cloud security, DDoS mitigation, bot aggregator defenses (Akamai and Shape Security), device segmentation strategy and force app upgrade for Capital One's customer facing products: mobile app, web app, digital payment products, as well as their orchestration layer, its subsequent microservices, and data layers behind them.
- Built the fearless, anytime release strategy with canary deployment that protects customers experience risk with staged rollout across Mobile and Web channels.
- Establish resilient strategies with auto-failover capabilities to reduce system outages, enable customers messaging, resiliency playbooks to provide seamless customer experience and driving toward "Always ON" model. Designed innovative operational engineering tools to increase automation and process improvements.
- Develop team vision, technical product strategy, and initiative road mapping.
- Led fixing various forms of vulnerability and ensured compliance met code, infrastructure, and security vulnerabilities.
- Led software and DevOps engineers and built authentication and identity solutions for Android, iOS, and Web.
- Collaborate closely and lead cross functional teams that develop solutions using native mobile, web, edge, micro services and devops.
- Led Mobile and Customer Experience Data Platform Teams through resiliency, automation, tooling, and feature roadmaps.
- Successfully prepared teams and Credit/Banking platforms for the flood of COVID-19 stimulus check traffic.
- Delivered platforms and tooling to support Developers, Product Owners, and any associate that can assist Capital One customers.
- Recruiting, managing, and mentoring numerous levels of tech talent across multiple organizations.
- Founding members of the Digital Experiences people leader growth and recognition team to better elevate great people leaders.
- Explored and solved chaos testing scenarios to reduce platform risks.
- Led the mission critical 1300+ Container Platform through resiliency, automation, tooling, and feature growth roadmaps.
- Engineered first auto failover solution for public facing platforms.
- Engineered the first multilingual serverless "Site Down" solution to communicate updates to customers during platform outages.
- Coordinated the buildout and configuration of the first PCI cloud environment in Digital.
- Enabled all supported platforms to be Active/Active in AWS with proper automation, alerting, and reporting.
- Successfully transferred multiple platforms with fully functional automation/tooling to new support teams.
- Partnered with development teams, Architecture and Cyber partners to prepare applications for AWS Cloud migration.
- POC-ed and standardized a \$1 Million savings virtualized service technology for performance testing.

ADDITIONAL RELEVANT EXPERIENCE

Micore Solutions, Senior Middleware Architect

JP Morgan Services India, India, Associate - Middleware and SOA administration

Accenture Services, India, Senior Systems Analyst - Middleware and SOA administration

Cognizant Technology Solutions, India, IT Operations Executive

EDUCATION | CERTIFICATIONS

Master of Business Administration (International Business), The Christ University, India

Bachelor of Computer Applications (Computer Science), SBM Jain College, India

AWS certified Solutions Architect (Associate) | AWS certified Security Specialty