

# SURYA RAMAN

SOFTWARE ENGINEER. DOG OWNER. MOTORCYCLE ENTHUSIAST.

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## Skills

Node.js	TypeScript	Golang	PostgreSQL	Docker	Kubernetes	Git
Python	Java	MySQL	MongoDB	Redis	OpenTelemetry	Kafka

## Experience

**Engineering Manager | yellow.ai** JAN 2024 - PRESENT, TORONTO, CANADA

- Leading a team to build and maintain all messaging channels and integrations in the yellow.ai GenAI platform

**SDE - 3 | yellow.ai** JAN 2023 - DEC 2023, TORONTO, CANADA

- Increased yellow.ai platform's uptime to 99.9%** by **eliminating Single Points of Failure** across the system through **Geographical Database replication**, ProxySQL, and **geo-steered load balancing**
- Implemented a **blue-green data migration strategy** for chatbots, resulting in **zero downtime and a 170% increase in migration success rate**

**SDE - 2 | yellow.ai** JAN 2021 - DEC 2022, BANGALORE, INDIA

- Spearheaded the engineering efforts for building and maintaining WhatsApp Business **Kubernetes** infra
  - Collaborated with the WhatsApp/Meta** team to run load tests with various Kubernetes workload configurations and understand the optimal resource configuration
  - Revamped services to provision new workloads in Kubernetes with this configuration, resulting in a **400% increase in messaging throughput**
  - Migrated the entire WhatsApp infrastructure between cloud providers and **reduced the cost of the infrastructure by 88% per month**
  - Built a proxy to port customers using legacy APIs to newer APIs with **Node.js, MongoDB, and Redis**
  - Setup **Prometheus** dashboard and introduced alerts for all aspects of the system ( outbound queue size, IOPS, remaining disk size ) that **increased visibility to 100%**
- Used **new relic** to identify problem areas in a core authentication service; Introduced cache and rewrote legacy code to **reduce latency by 124%**
- Introduced **artifact management** with **Nexus**, converted an internal monolith into smaller libraries
  - Integrated this with a **Jenkins** pipeline to do automatic **semantic versioning**

**SDE - 1 | yellow.ai** MAR 2018 - DEC 2020, BANGALORE, INDIA

- Introduced admin panel for managing the yellow.ai platform using **React, Ant Design, and Typescript**
- Implemented OAuth 2.0 with OpenID Connect ( OIDC )** which allowed clients to access the yellow.ai platform via any OAuth 2.0 provider
- Implemented a service for converting HTML/URL to pdf/image with **Typescript, Puppeteer, and browser pool**
- Improved chatbot load time by optimizing code, lazy loading assets, and client-side caching which **reduced page load time from 6 seconds to 1.2 seconds**

**BI Developer | Visual BI Solutions** MAY 2017 - MAR 2018, CHENNAI, INDIA

- Integrated Business Intelligence tools for the product **BI Hub** such as Microsoft Power BI, SAP Business Objects, SQL Server Reporting Services, and TIBCO Spotfire using **Python, MySQL, and Java**

## Education

**Computer Science and Engineering | Anna University** AUG 2013 - MAY 2017, CHENNAI, INDIA

- Implemented Capstone Project on "BLE Tracking System" using Arduino, NRF24L01, Android, and Firebase