Keval D. Shah

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EDUCATION

University of Colorado - Boulder **2018 - 2020**
MS - Computer Science **GPA:** 3.86/4.00
- Lead Teaching Assistant for the department in AY 2019-20

Dhirubhai Ambani Institute of ICT, India **2014 - 2018**
B.Tech - ICT with minor in Computational Science **CGPA:** 7.8/10.0

WORK EXPERIENCE

Splunk Inc

- **Software Engineer 3** **11/2021 - Present**
  - Back-end engineer on the agile feature development team of the Splunk Observability Suite
  - Part of team responsible for developing "Incident-Intelligence" product from scratch to public GA
    - Lead engineer for building feature rich 3rd-party integrations service used to fast-track integrations with Slack, Jira, ServiceNow etc. Framework was built on a cloud-native Kubernetes platform, used multiple databases and tools like Kafka, Thrift, reactive asynchronous REST APIs etc.
    - Single-handedly built and maintain custom Gitlab CI-CD used by 15+ microservices of the product and additionally incorporated security scans like FOSSA, semgrep, sonarqube etc
    - Proactively perform production on-call duties with expertise in using monitoring and triaging tools like Splunk, Observability Suite (Metrics, Tracing and Incident Management). Lead root-cause analysis and customer-centric post-incident reporting for incidents occurring during my shifts.
    - Fix critical customer facing bugs - ranging from misconfiguration to core business-logic changes
- **Software Engineer 2** **06/2020 - 11/2021**
  - Back-end engineer on the feature development team for the Splunk On-call (VictorOps) product
  - Developed, tested, deployed and fully owned HTTP REST APIs for cloud-native Quote-to-Cash tenant provisioning system, starting from quotes in Salesforce and ending at billing with Zuora
  - Developed, tested, released and maintained the Terraform Provider (Plugin) for Splunk On-call (VictorOps). Open-sourced and available on HashiCorp Terraform Registry with 35k+ downloads
- **Software Engineer Intern** **06/2019 - 06/2020**
  - Developed an AWS lambda based health-check framework with in-built automation & reporting capabilities. Maintained its multiple deployments in production for various teams across Splunk

TECHNICAL SKILLS

- **Programming Languages**: Java, Python, Go, C, YAML, bash, JavaScript
- **Deployment & Orchestration:** Docker, Kubernetes, Terraform, Helm, Gitlab CI-CD
- **Databases:** SQL, ElasticSearch, MongoDB, Kafka, Redis
- **Tools & Libraries:** Splunk, Git, Reactive SpringBoot, Thrift (RPCs), GraphQL, REST APIs
- **Cloud and Products**: AWS cloud, GCP cloud (advanced beginner), Atlassian products

PUBLICATIONS AND OPEN - SOURCE CONTRIBUTIONS

- **Open source contribution** https://github.com/kevalds51
  - VictorOps Terraform Provider, VictorOps GO SDK **and** SymPy - Python lib
- **Publication:** Analysing Google search queries to predict commercial success of movies:
  - Published in International Journal of Control Theory and Application - Document link
- **Publication:** High-Performance Computing techniques in Simulation of Plasma
  - Implemented efficient load balancing and improved cache re-usability using novel sorting trigger.
  - Presented as a research poster at 30th Supercomputing conference (SC17) at Denver, USA.

HONORS & RECOGNITION

- Received two **Splunk Spot Bonuses** - one for delivering a complex time-sensitive project, and another for solving a crucial production outage to significantly reduce expected down-time for all customers.
- **Outstanding Teaching Assistant** & **Outstanding Service Award** from University of Colorado
- Secured Third place in Parallel Programming Challenge supported by Intel and NVIDIA at 23rd International Conference on HPC (HiPC 2016) and received a travel grant to present solution