

Ozair Patel

ozair.dev – github.com/OzairP – linkedin.com/in/ozairpatel

EXPERIENCE

Etsy Inc. (Brooklyn, NY) — *Site Reliability Engineer II*

Mar 2024 – Present

- Operated *Etsy.com* at **99.81% Uptime SLA**, managing **distributed VM architecture** on **Google Cloud Compute Engine** with **Chef.io** and **Terraform**.
- Contributed to a large-scale organizational effort to modernize over 100 unique host groups by migrating from CentOS 7 to Ubuntu 22 before end-of-life on July 1st 2024.
- Live migrated *goetsy.com* to Ubuntu, an Etsy service fulfilling over **9 million requests per week** for downloadable content. Developed a detailed roll out plan and roll back procedures. Improved observability by installing instrumentation for latency, compute time, and throughput and integrated with alerting systems.
- Collaborated with Google Cloud engineers to facilitate data-center campus migration of over **4,000 live running VM's** without service interruption over a 24 hour period window. Engaging in constant communication and detailed planning.
- Helpful and active team member during urgent incident response events at Etsy ranging from critical SEV1 outages to minor SEV3 disruptions. Contributing to collaborative rapid troubleshooting, triaging and post-mortems analysis.
- Pursued elusive segfaults and mysterious errors using debugging tools like **strace** for Linux kernel troubleshooting and **gdb** for core dump analysis. Utilized these findings to aid in performance and program crash analysis.
- Migrated Etsy's asset infrastructure from VM's to **Google Cloud Storage** service which receives **1.5 Billion requests/week**.

Mercedes-Benz R&D NA (Seattle, WA) — *Software Engineer Contractor*

Jan 2023 – Dec 2023

- Developed and managed cloud orchestration tool for Mercedes Remote Update service **managing over 20 million cars** globally using **Pulumi IaC** with **Python** on **Microsoft Azure**.
- Managed and maintained **3,000+** Azure cloud resources in North America, Europe and China regions.
- Utilized orchestration tool to develop automated end-to-end test **saving Mercedes-Benz \$147K annually**.
- Hardened cloud security by designing and implementing self-healing secret key rotation & regeneration features.

VitalEngine (Birmingham, AL) — *Software Engineer*

Jun 2021 – Dec 2022

- Designed & developed a real-time-communications microservice for healthcare communications platform using **AWS API Gateway, Lambda (C#), and DynamoDB**.
- Used serverless-framework **orchestration platform** to compile, deploy binaries, and configure resources in AWS Cloud
- Developed custom testing framework to **unit test** application code behavior.
- Supported implementation engineers in multiple software domains including in Web, Electron, React Native environments.

PROJECTS

PseudoCompiler – github.com/OzairP/PseudoCompiler

- Developed hobby compiler for custom language with a fully working lexer and parser sections with full coverage unit tests

GeoPuzzle Class Project – github.com/OzairP/EE-333-GeoPuzzle

- Created realistic 2D physics simulator for a 2D platforming game supporting various kinematic behaviors such as elastic and inelastic collisions, friction, impulse, momentum, and forces
- Used **Entity-Component-System** architecture to simplify behavior between many complex physics simulations systems

OPEN SOURCE CONTRIBUTIONS

Microsoft's TypeScript Compiler – *The compiler for the TypeScript language*

- Improved compiler heuristics to catch ambiguous syntax in type declaration statements

Laravel Framework – *A web framework in the PHP ecosystem*

- Added popularly used `--api` flag in the Artisan CLI code generator to create often used API controller stubs

flat-cache – *An npm utility package with over 1.9 billion total installs*

- Expanded data access utility calls and improved project test coverage

SKILLS

- **Language Fluency:** *JavaScript, TypeScript, Python, Java, C#, PHP, SQL, Bash, CSS, Terraform HCL, Golang, Ruby*
- **Frameworks & Systems:** *NodeJS, Laravel, React, VueJS, .NET Core 6, Java 8+*
- **AWS Services:** *API Gateway, DynamoDB, EC2, ELB, CloudFormation, Serverless Application Model (SAM)*
- **Azure Services:** *CosmosDB, Key Vault, Service Bus, Insights, Azure SDK, Azure Cache for Redis*
- **Other:** *Git, MySQL, Redis, Websockets, JIRA, Linux Kernel, Ubuntu, [Chef.io](https://chef.io), Cursor/OpenCode/Claude*

PRESENTATIONS & ACHIEVEMENTS

Etsy Hackathon 2025 — AI SRE Agent

-

Etsy Hackathon 2024 — AI SRE Agent

- A RAG GPT-4 AI Agent utilizing ReACT prompting allowing the agent to respond to pages by running SSH commands on VM instances, consult internal documentation, and request human intervention and approval.