



Ian Juan | Senior DevOps/SRE Engineer

Senior DevOps Engineer specializing in Kubernetes, reliability, and AI-assisted operations. Proven in building scalable platforms and driving infrastructure automation at scale.

Work

DevOps Engineer, Product | Shopee | 2026.01 - Present

- Built an LLM-powered ChatOps system to automate alert triage and accelerate incident troubleshooting
- Designed a self-healing Kubernetes platform with automated failure detection and remediation
- Led production reliability initiatives across platform operations

DevOps Engineer, Business Intelligence | Shopee | 2024.12 - 2025.12

- Led multi-region GitOps governance using ArgoCD App-of-Apps across 80+ applications
- Standardized service mesh governance across 30+ services for traffic and security control
- Reduced MTTR by 40% through observability improvements and incident response optimization
- Optimized GPU workload scheduling, reducing infrastructure cost by 25%

DevOps Engineer | Gram | 2023.06 - 2024.09

- Led VM-to-Kubernetes and cross-cloud migration projects
- Automated multi-cloud infrastructure and Kubernetes application delivery, improving deployment consistency and operational maintainability
- Optimized GitLab CI/CD pipelines and Docker build processes, reducing pipeline execution time by 40% through image optimization and staged execution
- Reduced cloud costs by 30% through resource optimization

Software Engineer | WebComm Technology | 2020.12 - 2023.06

- Built CI/CD automation from scratch, covering code quality checks, build, testing, deployment, and release workflows to improve delivery speed and engineering efficiency
- Automated testing and mobile release workflows, improving release reliability across web, iOS, and Android platforms
- Developed backend services and maintained Java-based APIs, including business logic implementation, database integration, and production issue support

Education

M.S. in Life Science - National Central University

B.S. in Life Science - National Central University

ADDITIONAL INFORMATION

Core Skills

Kubernetes, GCP, Docker, Terraform, ArgoCD, Istio, Prometheus, OpenTelemetry

Focus Areas

Platform Engineering, AI-Assisted Operations, Production Reliability, Multi-Region Architecture, Cost Optimization, Developer Experience