

Ryan Tran

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SKILLS

Programming Languages: Python · C# · JavaScript (EmberJS, Node.js) · Ruby · Java

Cloud & Infrastructure: Kubernetes, Docker, Istio (Service Mesh), Azure, Gremlin (Chaos Engineering), ScaleOps, Terraform, Helm

Observability & Monitoring: Prometheus, Grafana, OpenTelemetry, Kiali, Kazmon

Storage & Databases: PostgreSQL, Cosmos DB, MySQL, Azure Blob Storage

EXPERIENCE

Software Engineer II, Runtime & Monitoring

DocuSign, Nov. 2024 - Oct. 2025

- Drove optimization efforts that reduced cloud infrastructure costs by **\$2M+** annually through **improved rollout strategies** and **workload right-sizing**.
- **Eliminated production deployment failures** by architecting an internal **Helm schema validation plugin** adopted across all engineering teams to catch configuration errors pre-deployment.
- **Reduced production risk** by spearheading the migration of **30+ services to Argo Rollouts**. Implemented automated **canary deployments** and **Terraform-enforced** release controls for safer global rollouts.
- **Standardized service reliability** by engineering **Azure Pipelines** that automated the rollout of **default monitoring alerts** across the entire service ecosystem.
- **Enhanced microservices observability** by deploying **Kiali** within **Istio** to visualize traffic, reducing debugging time by **30%** and resolving misconfigured routing rules to improve **cluster stability**.
- Optimized incident response by providing cross-functional on-call support, resolving **50+ daily deployment issues** and cutting MTRR by **25%**.

Software Engineer I, Runtime & Monitoring

DocuSign, Sept. 2023 - Nov. 2024

- **Strengthened system resiliency** by deploying **Gremlin** in **Kubernetes** clusters and architecting reusable experiment templates, which **cut manual configuration time by 60%** and drove organization-wide **chaos engineering** adoption.
- **Standardized monitoring coverage** by automating **Prometheus** alert provisioning across **100+ services and namespaces**, significantly reducing incident detection and response times.
- **Modernized telemetry infrastructure** by migrating service ingestion from Kazmon to **OpenTelemetry collectors**, ensuring backward compatibility while deprecating legacy workflows.
- **Enhanced cluster observability** by architecting **Prometheus dashboards** to track traffic patterns and resource usage, reducing the time required to troubleshoot production incidents.

SDET

DocuSign, May 2021 - Sept. 2023

- **Architected a C# testing framework** for **gRPC endpoints** to validate **AI model updates**. Integrated **Argo Rollouts** for **canary deployments**, significantly improving release reliability for **Analyze Fields**, **AI Field Assist**, and **Document Analysis** services.
- **Engineered a high-throughput migration framework** to automate the transfer of **millions of data files** into **Azure Blob Storage**, ensuring **scalable and reliable data replication** across distributed environments.
- **Automated 95+ end-to-end UI test cases** using **TestCafe (Node.js)** and coordinated **60+ regression cycles** for major customer releases to validate critical bug fixes and ensure **high-standard quality**.

PROJECTS

Kubernetes Resource Optimization Hackathon | ScaleOps, VPA

- **Prototyped automated resource tuning** using **Kubernetes VPA** to eliminate CPU and memory over-provisioning for development workloads.
- **Benchmarked ScaleOps** against native VPA to evaluate its effectiveness in reducing infrastructure waste while maintaining workload stability in non-production clusters.

EDUCATION

The University of Texas at Austin

Bachelor of Liberal Arts, Economics

Minor in Computer Science

December 2021