

Chiwei Lee

SRE Engineer / Kubernetes Engineer

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Profile

SRE and Platform Engineer with over 4 years of experience in managing and optimizing on-prem Kubernetes clusters, implementing CI/CD pipelines, and automating deployment processes. Proven track record of enhancing system performance and reliability through effective monitoring, incident response, and root cause analysis. Developing face recognition systems using Python at GIGABYTE, and managed cross-functional software engineering teams to achieve project goals. Skilled in Prometheus, Grafana, ArgoCD for high-availability, scalable infrastructure.

Working Experience

Platform Engineer/Site Reliability Engineer (*E.SUN Financial Holding Co., Ltd*) **Taipei, Taiwan** 2021/12 - present

- Managed and optimized over 10 Kubernetes clusters with 200+ nodes for ML ops, implementing monitor and automation processes to achieve a 99.9% SLO for high availability and performance.
- Enhanced Kubernetes cluster performance with Prometheus and Grafana, resolving bottlenecks, improving efficiency, and implementing alerts to reduce monitoring labor by 30%.
- Resolved Kubernetes incidents by conducting in-depth investigations and root cause analysis of K8s ecosystem components and Linux, improving system stability and standardizing incident handling across teams.
- Implemented load testing by analyzing the cpu throttling inside container, reducing service resource waste by nearly 70%, and presented insights on optimizing Kubernetes at the 2023 K8s Summit in Taiwan.
- Streamlined deployments with ArgoCD using ApplicationSet and app-of-apps via Azure DevOps, and enhanced security with OPA, preventing unauthorized infrastructure access.

Software Engineering Manager (*GIGABYTE*)

Taipei, Taiwan 2020/08 - 2021/11

- Led a team of 10 software engineers in planning, development, and testing for edge applications and web services, ensuring alignment with project goals.
- Utilized Scrum and risk management tools like Jira to enhance team performance, ensuring projects met cost, quality, and schedule objectives with nearly 100% on-time delivery.
- Cooperated with diverse teams, enhancing cross-functional collaboration and implementing risk management practices to achieve successful project outcomes.

Software Engineering (*GIGABYTE*)

Taipei, Taiwan 2017/09 - 2020/07

- Developed and deployed a face recognition system using Python and OpenCV at CTC company (Japan), increasing operational efficiency and enhancing security.
- Conducted over 10 demo and training sessions for external companies, resulting in a 20% increase in product adoption.

Summer Internship (*TSMC*)

Hsinchu, Taiwan 2016/07 - 2016/08

- Developed feature extraction methods using image processing techniques, improving wafer defect detection accuracy from 70% to 95% and enhancing texture defect identification accuracy by 3-5%.

Sales Executive (*Shou Ray*)

kaohsiung, Taiwan 2014/07 - 2014/11

- Maintained customer relationships at hospitals and libraries, conducted product promotions, demonstrations, and training sessions, driving high customer satisfaction and product adoption.

Education

Master's Degree, Computer science *National Taiwan University*

Hsinchu, Taiwan 2015-2017

- Lab/Master Thesis: Multimedia Information Retrieval Lab/HMM-based Chinese Spelling Check

Bachelor's Degree, Physics *National Tsing Hua University*

Hsinchu, Taiwan 2008-2013

Skills

- **Kubernetes Cluster Management, Incident Troubleshooting**
- **Monitoring:** Prometheus, Grafana LGT stack, Opentelemetry, Elasticsearch
- **Deployment and CI/CD:** ArgoCD, ApplicationSet, app-of-apps pattern, Azure DevOps, Github Actions
- **Automation and Configuration Management:** Python, Bash scripting, Ansible
- **Security:** OPA, Vault