



Ian Juan

AI BUILDER | SENIOR DEVOPS/SRE ENGINEER

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Senior DevOps/SRE engineer and AI builder specializing in Kubernetes, reliability, and governed AI-assisted operations. Builds scalable platforms, automation, and evidence-driven workflows that keep humans in control.

EXPERIENCE

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 maintainability.
- Optimized GitLab CI/CD pipelines and Docker builds, reducing pipeline execution time by 40%.
- Reduced cloud costs by 30% through resource optimization.

Software Engineer | WebComm Technology 2020.12 - 2023.06

- Built CI/CD automation covering code quality, build, testing, deployment, and release workflows.
- Automated testing and mobile releases across web, iOS, and Android platforms.
- Developed backend services and maintained Java APIs, database integrations, and production 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