

EAKAN GOPALAKRISHNAN



LinkedIn

ENGINEERING LEADER

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PROFILE

Visionary technology leader with over 15 years of experience driving large-scale digital platforms, cloud transformation, and enterprise IT operations across *energy*, *insurance*, and *financial services*. Proven track record of optimizing costs, improving platform stability and reliability, and leading multi-million-dollar technology programs. Adept at managing cross-functional, global teams and driving operational excellence through strategic planning, vendor governance, and cutting-edge cloud technologies.

EDUCATION

MSC - WEB TECHNOLOGIES

UNIVERSITY OF SOUTHAMPTON,
SOUTHAMPTON, UK
2009–2010

BENG - COMPUTER SCIENCE

AMRITA SCHOOL OF
ENGINEERING, INDIA
2003–2007

CORE COMPETENCIES

- ★ Digital Platform Strategy & Operations
- ★ Cloud Architecture (AWS, Azure, GCP)
- ★ Cost Optimization & Efficiency Programs
- ★ Vendor Governance & Stakeholder Management
- ★ Disaster Recovery & Resilience Planning
- ★ Agile, Kanban & Scaled Team Leadership

VOLUNTARY INITIATIVES

- ★ **Founder**, *Kaluza Tech Share Working Group* (Peer Learning & Knowledge Sharing)
- ★ **Community Lead**, Ethnic Diversity Initiatives & Youth Outreach Programs
- ★ **Organizer**, Engineering Managers' Community of Practice & Senior Leadership Interview Series
- ★ **Volunteer Organizer**, KubeHuddle 2022 (Cloud-Native Engineering Conference)

WORK EXPERIENCE

SENIOR ENGINEERING MANAGER / *DECEMBER 2021 - Present*

KALUZA, LONDON, UNITED KINGDOM

Led platform strategy, operations, and cost optimization. Now building teams to develop Energy Commerce capability.

- Led Kaluza's platform transformation, modernising systems that power millions of energy customers.
- Delivered major cost savings and efficiency gains by tightening platform governance and cloud operations.
- Partnered strategically with vendors and integrated offshore teams to boost delivery speed and reliability.
- Enabled faster delivery of mission-critical energy services through clever prioritisation, and improved quality engineering and automation.
- Reorganised reliability engineering teams to sharpen focus, reduce overhead, and accelerate delivery.
- Invested in leaders - developed and promoted top engineering talent.

ENGINEERING MANAGER / TECH LEAD / *MAY 2018–NOVEMBER 2021*

CFC UNDERWRITING, LONDON, UNITED KINGDOM

Directed digital platform and enterprise IT modernization for a pioneering cyber insurance firm.

- Led end-to-end development of key enterprise applications, including the award-winning Cyber Response App.
- Optimized financial reconciliation processes, improving operational efficiency by 7x through digitalization initiatives.
- Championed automation and self-service solutions, reducing IT support workload by 4x.
- Embedded DevOps practices and introduced feature toggles to accelerate product delivery

ENGINEERING MANAGER / SENIOR ENGINEER / *OCTOBER 2015–APRIL 2018*

FACTSET EUROPE LIMITED, LONDON, UNITED KINGDOM

Orchestrated digital platform upgrades and global engineering collaboration for financial data systems.

- Re-architected workflow management platforms, improving performance by 80% and enabling modular development.
- Modernised CI/CD infrastructure, migrating all content management systems to Git-based workflows.
- Fostered global collaboration across US, India, and Philippines

TECHNICAL EXPERTISE

- ★ AWS, Azure, GCP
- ★ Kubernetes, GitHub Actions, Argo CD, Helm, Jenkins
- ★ TypeScript, JavaScript, SQL, PL/SQL, C#

teams to drive 24/7 platform support and release management.

SENIOR SOFTWARE ENGINEER / *DECEMBER 2013–SEPTEMBER 2015* FACTSET EUROPE LIMITED, LONDON, UNITED KINGDOM

Database Library is the backbone of FactSet's database updates and the internal source of data update notifications.

- Re-architected the notification platform to cope with newer logical data clusters, enabling it to handle 50% more notifications per day.
- Took the initiative to modernise web application's UI - achieving 10x faster load times for APAC users.

SOFTWARE / CONTENT INTEGRATION ENGINEER / *JANUARY 2011–NOVEMBER 2013* FACTSET EUROPE LIMITED, LONDON, UNITED KINGDOM

- Optimized and migrated core data systems, cutting daily update times by 90% and enabling ~5ms query performance through sharding strategies.

PL / SQL DEVELOPER / *JUNE 2007–JULY 2009* FACTSET EUROPE LIMITED, LONDON, UNITED KINGDOM

- Built PL/SQL plugins for BT's Billing & Rating system, extending functionality for contract rentals, revenue assurance, and post-processing..
- Streamlined customer journey testing by collaborating across colocated teams, cutting issue resolution time from weeks to days.
- Recognized as a top graduate developer, earning multiple performance awards and ranking first in the training program.