

EAKAN GOPALAKRISHNAN

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Engineering Leader with 20 years' experience bridging platform infrastructure and commercial product delivery across Energy, Insurance, and Finance. Specializes in scaling global engineering units, delivering £2.4M+ in cloud OpEx savings, and building autonomous team cultures that balance rapid product delivery with enterprise reliability.

CORE COMPETENCIES

- **Executive Leadership:** Platform Strategy, FinOps & Cost Optimization (£2.4M+ Saved), Team Topologies, ISO27001 & DR
- **Technology Ecosystems:** AWS, Azure, GCP, Kubernetes, Internal Developer Platforms (IDP), C#, TypeScript, Microservices

PROFESSIONAL EXPERIENCE

KALUZA — London, UK **Senior Engineering Manager** | *Dec 2021 – Present Remit:*
Multi-squad leadership spanning Infrastructure SRE, Quality Engineering, Platform Strategy, and Global Energy Commerce.

- **Platform Modernization & FinOps:** Consolidated microservices into a central Internal Developer Platform (IDP) with offshore engineering support, slashing annual cloud OpEx by £2.4M and accelerating retailer environment bootstrapping by 97%.
- **Quality & Reliability Culture:** Founded Quality Engineering function and introduced Paper Game Days, reducing production incidents by 20% and driving a 100% voluntary sign-up rate for 24/7 out-of-hours on-call.
- **Product Delivery & Scale:** Built global delivery units to deploy Kaluza's next-gen pricing engine for energy product bundles; executed inaugural ISO27001 table-top Disaster Recovery exercises for core billing pipelines.
- **Organizational Design:** Restructured Kafka and Infrastructure teams into a unified Platform Engineering squad, eliminating meeting overhead and focusing delivery on high-value roadmap items.

CFC UNDERWRITING — London, UK **Engineering Manager / Tech Lead** | *May 2018 – Nov 2021* *Remit: Engineering org scaling, team topology design, and core digital platform modernization for market-leading cyber insurer.*

- **Org Scaling & Efficiency:** Scaled in-house technology function using Team Topologies, Domain-Driven Design (DDD), and Event Storming; digitalized financial reconciliation workflows to boost efficiency 7x.
- **Operational Excellence:** Reduced IT support workload 4x through audited self-service tools and feature toggles; led end-to-end delivery of enterprise applications, including the award-winning Cyber Response App.

FACTSET EUROPE LIMITED — London, UK **Engineering Manager / Senior Engineer** | *Oct 2015 – Apr 2018*

- Re-architected workflow management platform to decouple concerns, reducing production incidents by 90% and boosting global responsiveness by 80%; managed 24/7 release planning across US, UK, India, and Philippines teams.

EARLY ENGINEERING CAREER | *Jun 2007 – Sep 2015*

- **FactSet Europe (Senior / Integration Engineer, 2011–2015):** Expanded notification platform capacity by 50%, accelerated APAC UI load times by 10x, and slashed data update speeds by 90% (~5ms queries via Vertica sharding).
- **Tech Mahindra (PL/SQL Developer, 2007–2009):** Developed BT billing plugins; reduced end-to-end testing resolution from weeks to days.

EDUCATION & ORGANIZATIONAL IMPACT

- **Education:** MSc in Web Technologies (Univ. of Southampton) | BEng in Computer Science (Amrita School of Eng)
- **Leadership & Community:** Founder, *Engineering Managers' Community of Practice & Kaluza Tech Share*; Creator of *CalOohPay* (open-source payment tool automating EM toil); Volunteer, *KubeHuddle*.