

# AlturaSoft — Engineering & Services Organization

Onboarding Data Pack (Fictional, for demonstration)

Prepared: November 08, 2025

## Company Overview

AlturaSoft builds and operates the Altura Cloud Platform (ACP) and Altura InsightHub, serving enterprise customers globally. In addition to our SaaS products, we deliver Professional Services for implementations, integrations, and managed SRE operations.

- **Products:** Altura Cloud Platform (multi-tenant SaaS), Altura InsightHub (analytics & dashboards).
- **Service Lines:** Solutions Engineering (pre-sales), Customer Implementations, Managed Services (SRE-as-a-Service).
- **Primary Tech Stack:** AWS, Kubernetes, Terraform, Go, Java, TypeScript, Python, PostgreSQL, Kafka, Snowflake, GitHub Actions, Datadog, Vault.
- **Compliance & Security:** SOC 2 Type II and ISO 27001 programs; SSO via Okta; MFA enforced; least-privilege access; secrets in Vault.

## Organization Overview

- **Product Engineering** — Group Manager: Nina Patel (Sr. Director of Product Engineering)
- **Data & Machine Learning** — Group Manager: Dr. Carlos Mendes (Sr. Director of Data & ML)
- **Cloud Infrastructure & SRE** — Group Manager: Aisha Al-Hassan (Director of Cloud Infrastructure)
- **Security & Compliance** — Group Manager: Thomas Gallagher (Director of Security & Compliance)
- **Quality Engineering** — Group Manager: Mei Lin (Director of Quality Engineering)
- **Professional Services** — Group Manager: James Okoro (Sr. Director of Services)

## 1 Product Engineering

**Group Manager: Nina Patel (Sr. Director of Product Engineering)**

### 1.1 Core Platform

**Specialization:** Multi-tenant microservices platform powering authentication, configuration, service discovery, and billing orchestration.

#### Scope & Responsibilities:

- Owns core microservices (identity, config, service registry) and platform SDKs
- Defines service templates and golden paths for new services
- Performance, cost, and reliability optimization across backend tier

**Primary Technologies:** Go, Java (Spring Boot), PostgreSQL, Redis, Apache Kafka, gRPC/REST, Kubernetes, Istio, GitHub Actions

**Key Systems Owned:** identity-service, config-service, service-registry, billing-orchestrator

**SLOs/SLAs:** 99.95% monthly availability for identity-service; p95 latency  $\leq$  150ms for config lookups

**On-call & Support:** Follow-the-sun rotation, 1 week primary + 1 week shadow; Sev1 response  $\leq$  5 minutes.

**Cross-functional Partners:** Product Management, Design, SRE, Security, QE, and Professional Services as appropriate.

**Contacts:** Slack #eng-core-platform • DL eng-core-platform@alturasoft.example • Jira PLAT

**Team Roster & Reporting:** Manager Lucas Werner reports to Group Manager Nina Patel (Sr. Director of Product Engineering).

Role	Name	Location	Email
Manager	Lucas Werner	San Francisco, USA (PT)	lucas.werner@alturasoft.example
Team Lead	Priya Desai	Austin, USA (CT)	priya.desai@alturasoft.example
Principal Engineer	Hao Nguyen	New York, USA (ET)	hao.nguyen@alturasoft.example
Senior Engineer	Marta Kowalski	Toronto, CAN (ET)	marta.kowalski@alturasoft.example
Senior Engineer	Diego Silva	London, UK (GMT)	diego.silva@alturasoft.example
Associate Engineer	Ananya Rao	Berlin, DE (CET)	ananya.rao@alturasoft.example
Associate Engineer	Ethan Brooks	Dublin, IE (GMT)	ethan.brooks@alturasoft.example

## 1.2 API & Integrations

**Specialization:** Public REST/GraphQL APIs and first-party integrations/SDKs for customers and partners.

**Contacts:** Slack #eng-api • DL eng-api@alturasoft.example • Jira API

**Team Roster & Reporting:** Manager Sarah O’Connell reports to Group Manager Nina Patel (Sr. Director of Product Engineering).

Role	Name	Location	Email
Manager	Sarah O’Connell	Bengaluru, IN (IST)	sarah.oconnell@alturasoft.example
Team Lead	Ahmed El-Sayed	Singapore (SGT)	ahmed.el-sayed@alturasoft.example
Principal Engineer	Yuki Tanaka	San Francisco, USA (PT)	yuki.tanaka@alturasoft.example
Senior Engineer	Jacob Martinez	Austin, USA (CT)	jacob.martinez@alturasoft.example
Senior Engineer	Olga Petrova	New York, USA (ET)	olga.petrova@alturasoft.example
Associate Engineer	Lina Haddad	Toronto, CAN (ET)	lina.haddad@alturasoft.example
Associate Engineer	David Kim	London, UK (GMT)	david.kim@alturasoft.example

## 1.3 Web & Mobile Apps

**Specialization:** Customer-facing admin console (web) and companion iOS/Android apps.

**Contacts:** Slack #app-web-mobile • DL app-web-mobile@alturasoft.example • Jira APP

**Team Roster & Reporting:** Manager Elena Rossi reports to Group Manager Nina Patel (Sr. Director of Product Engineering).

Role	Name	Location	Email
Manager	Elena Rossi	Berlin, DE (CET)	elena.rossi@alturasoft.example
Team Lead	Mark Chen	Dublin, IE (GMT)	mark.chen@alturasoft.example
Principal Engineer	Rohan Iyer	Bengaluru, IN (IST)	rohan.iyer@alturasoft.example
Senior Engineer	Hannah Schultz	Singapore (SGT)	hannah.schultz@alturasoft.example
Senior Engineer	Gabriel Vieira	San Francisco, USA (PT)	gabriel.vieira@alturasoft.example
Associate Engineer	Zoe Carter	Austin, USA (CT)	zoe.carter@alturasoft.example
Associate Engineer	Yu Wang	New York, USA (ET)	yu.wang@alturasoft.example

## 2 Data & Machine Learning

**Group Manager: Dr. Carlos Mendes (Sr. Director of Data & ML)**

### 2.1 Data Platform

**Specialization:** Reliable ingestion, transformation, and governance for analytics & ML; single source of truth.

**Contacts:** Slack #data-platform • DL data-platform@alturasoft.example • Jira DATA

**Team Roster & Reporting:** Manager Benjamin Owens reports to Group Manager Dr. Carlos Mendes (Sr. Director of Data & ML).

Role	Name	Location	Email
Manager	Benjamin Owens	Toronto, CAN (ET)	benjamin.owens@alturasoft.example
Team Lead	Svetlana Ivanova	London, UK (GMT)	svetlana.ivanova@alturasoft.example
Principal Engineer	Aman Gupta	Berlin, DE (CET)	aman.gupta@alturasoft.example
Senior Engineer	Nhlanhla Dlamini	Dublin, IE (GMT)	nhlanhla.dlamini@alturasoft.example
Senior Engineer	Julia Park	Bengaluru, IN (IST)	julia.park@alturasoft.example
Associate Engineer	Omar Farouk	Singapore (SGT)	omar.farouk@alturasoft.example
Associate Engineer	Sara Johansson	San Francisco, USA (PT)	sara.johansson@alturasoft.example

### 2.2 Analytics & ML

**Specialization:** Feature engineering, model development, offline/online inference, and experimentation.

**Contacts:** Slack #ml-analytics • DL ml-analytics@alturasoft.example • Jira ML

**Team Roster & Reporting:** Manager Lila Kapoor reports to Group Manager Dr. Carlos Mendes (Sr. Director of Data & ML).

## 3 Cloud Infrastructure & SRE

**Group Manager: Aisha Al-Hassan (Director of Cloud Infrastructure)**

Role	Name	Location	Email
Manager	Lila Kapoor	Austin, USA (CT)	lila.kapoor@alturasoft.example
Team Lead	Pedro Álvarez	New York, USA (ET)	pedro.alvarez@alturasoft.example
Principal Engineer	Dr. Wei Zhang	Toronto, CAN (ET)	dr.zhang@alturasoft.example
Senior Engineer	Fatima Noor	London, UK (GMT)	fatima.noor@alturasoft.example
Senior Engineer	Andrej Novak	Berlin, DE (CET)	andrej.novak@alturasoft.example
Associate Engineer	Chloe Dubois	Dublin, IE (GMT)	chloe.dubois@alturasoft.example
Associate Engineer	Rashid Khan	Bengaluru, IN (IST)	rashid.khan@alturasoft.example

### 3.1 Infrastructure Engineering

**Specialization:** Cloud foundations for compute, storage, networking, CI/CD, and developer productivity.

**Contacts:** Slack #infra-eng • DL infra-engineering@alturasoft.example • Jira INFRA

**Team Roster & Reporting:** Manager Michael Lawson reports to Group Manager Aisha Al-Hassan (Director of Cloud Infrastructure).

Role	Name	Location	Email
Manager	Michael Lawson	Singapore (SGT)	michael.lawson@alturasoft.example
Team Lead	Nandini Krishnan	San Francisco, USA (PT)	nandini.krishnan@alturasoft.example
Principal Engineer	Joon Park	Austin, USA (CT)	joon.park@alturasoft.example
Senior Engineer	Peter O’Neal	New York, USA (ET)	peter.oneal@alturasoft.example
Senior Engineer	Samira Qureshi	Toronto, CAN (ET)	samira.qureshi@alturasoft.example
Associate Engineer	Victor Romero	London, UK (GMT)	victor.romero@alturasoft.example
Associate Engineer	Nadia Benali	Berlin, DE (CET)	nadia.benali@alturasoft.example

### 3.2 Site Reliability Engineering

**Specialization:** Reliability, incident management, capacity planning, and SLO governance across products.

**Contacts:** Slack #sre • DL sre@alturasoft.example • Jira SRE

**Team Roster & Reporting:** Manager Tatiana Smirnova reports to Group Manager Aisha Al-Hassan (Director of Cloud Infrastructure).

Role	Name	Location	Email
Manager	Tatiana Smirnova	Dublin, IE (GMT)	tatiana.smirnova@alturasoft.example
Team Lead	Daniel Adeyemi	Bengaluru, IN (IST)	daniel.adeyemi@alturasoft.example
Principal Engineer	Christopher Patel	Singapore (SGT)	christopher.patel@alturasoft.example
Senior Engineer	Laura Nguyen	San Francisco, USA (PT)	laura.nguyen@alturasoft.example
Senior Engineer	José Perez	Austin, USA (CT)	jose.perez@alturasoft.example
Associate Engineer	Priyanka Ghosh	New York, USA (ET)	priyanka.ghosh@alturasoft.example
Associate Engineer	Aaron Levy	Toronto, CAN (ET)	aaron.levy@alturasoft.example

## 4 Security & Compliance

**Group Manager: Thomas Gallagher (Director of Security & Compliance)**

### 4.1 Application Security

**Specialization:** Secure SDLC, code scanning, threat modeling, and product security reviews.

**Contacts:** Slack #sec-appsec • DL security-appsec@alturasoft.example • Jira SEC

**Team Roster & Reporting:** Manager George Blake reports to Group Manager Thomas Gallagher (Director of Security & Compliance).

Role	Name	Location	Email
Manager	George Blake	London, UK (GMT)	george.blake@alturasoft.example
Team Lead	Noa Levi	Berlin, DE (CET)	noa.levi@alturasoft.example
Principal Engineer	Sergei Volkov	Dublin, IE (GMT)	sergei.volkov@alturasoft.example
Senior Engineer	Isabella Ferreira	Bengaluru, IN (IST)	isabella.ferreira@alturasoft.example
Senior Engineer	Karthik Subramanian	Singapore (SGT)	karthik.subramanian@alturasoft.example
Associate Engineer	Maya Stern	San Francisco, USA (PT)	maya.stern@alturasoft.example
Associate Engineer	Kevin Wu	Austin, USA (CT)	kevin.wu@alturasoft.example

### 4.2 Cloud Security & GRC

**Specialization:** Cloud posture, identity and access management, and governance/risk/compliance programs.

**Contacts:** Slack #sec-cloud-grc • DL security-grc@alturasoft.example • Jira GRC

**Team Roster & Reporting:** Manager Patricia Mbatha reports to Group Manager Thomas Gallagher (Director of Security & Compliance).

Role	Name	Location	Email
Manager	Patricia Mbatha	New York, USA (ET)	patricia.mbatha@alturasoft.example
Team Lead	Omar Youssef	Toronto, CAN (ET)	omar.youssef@alturasoft.example
Principal Engineer	Helena Nowak	London, UK (GMT)	helena.nowak@alturasoft.example
Senior Engineer	Daniel Rossi	Berlin, DE (CET)	daniel.rossi@alturasoft.example
Senior Engineer	Sofia Álvarez	Dublin, IE (GMT)	sofia.alvarez@alturasoft.example
Associate Engineer	Minh Tran	Bengaluru, IN (IST)	minh.tran@alturasoft.example
Associate Engineer	Aisha Ali	Singapore (SGT)	aisha.ali@alturasoft.example

## 5 Quality Engineering

**Group Manager: Mei Lin (Director of Quality Engineering)**

### 5.1 Test Automation

**Specialization:** End-to-end test strategy, frameworks, and CI quality gates across product tiers.

**Contacts:** Slack #qe-automation • DL qe-automation@alturasoft.example • Jira QE

**Team Roster & Reporting:** Manager Olivia Bennett reports to Group Manager Mei Lin (Director of Quality Engineering).

Role	Name	Location	Email
Manager	Olivia Bennett	San Francisco, USA (PT)	olivia.bennett@alturasoft.example
Team Lead	Rahul Mehta	Austin, USA (CT)	rahul.mehta@alturasoft.example
Principal Engineer	Alexandra Petrov	New York, USA (ET)	alexandra.petrov@alturasoft.example
Senior Engineer	Brian Thompson	Toronto, CAN (ET)	brian.thompson@alturasoft.example
Senior Engineer	Jieun Lee	London, UK (GMT)	jieun.lee@alturasoft.example
Associate Engineer	Haruto Sato	Berlin, DE (CET)	haruto.sato@alturasoft.example
Associate Engineer	Emily Nguyen	Dublin, IE (GMT)	emily.nguyen@alturasoft.example

## 5.2 Performance & Reliability Testing

**Specialization:** Capacity planning benchmarks, load/stress testing, and performance regression detection.

**Contacts:** Slack #qe-performance • DL qe-performance@alturasoft.example • Jira PERF

**Team Roster & Reporting:** Manager Stefan Müller reports to Group Manager Mei Lin (Director of Quality Engineering).

Role	Name	Location	Email
Manager	Stefan Müller	Bengaluru, IN (IST)	stefan.muller@alturasoft.example
Team Lead	Arjun Nair	Singapore (SGT)	arjun.nair@alturasoft.example
Principal Engineer	Nina Kovács	San Francisco, USA (PT)	nina.kovacs@alturasoft.example
Senior Engineer	Giulio Bianchi	Austin, USA (CT)	giulio.bianchi@alturasoft.example
Senior Engineer	Ahmed Khan	New York, USA (ET)	ahmed.khan@alturasoft.example
Associate Engineer	Mia Lopez	Toronto, CAN (ET)	mia.lopez@alturasoft.example
Associate Engineer	Thabo Maseko	London, UK (GMT)	thabo.maseko@alturasoft.example

## 6 Professional Services

**Group Manager:** James Okoro (Sr. Director of Services)

### 6.1 Solutions Engineering

**Specialization:** Pre-sales technical discovery, solution design, and prototyping for prospects.

**Contacts:** Slack #ps-solutions • DL ps-solutions@alturasoft.example • Jira SOL

**Team Roster & Reporting:** Manager Katherine Howell reports to Group Manager James Okoro (Sr. Director of Services).

### 6.2 Customer Implementations

**Specialization:** Statement-of-Work implementations, integrations, and customer onboarding to Altura Cloud.

Role	Name	Location	Email
Manager	Katherine Howell	Berlin, DE (CET)	katherine.howell@alturasoft.example
Team Lead	Ilya Kuznetsov	Dublin, IE (GMT)	ilya.kuznetsov@alturasoft.example
Principal Engineer	Sunil Narayanan	Bengaluru, IN (IST)	sunil.narayanan@alturasoft.example
Senior Engineer	Joanna Nowak	Singapore (SGT)	joanna.nowak@alturasoft.example
Senior Engineer	Lucas Pereira	San Francisco, USA (PT)	lucas.pereira@alturasoft.example
Associate Engineer	Noor Al-Farsi	Austin, USA (CT)	noor.al-farsi@alturasoft.example
Associate Engineer	Blake Johnson	New York, USA (ET)	blake.johnson@alturasoft.example

**Contacts:** Slack #ps-implementations • DL ps-implementations@alturasoft.example • Jira IMPL

**Team Roster & Reporting:** Manager Ahmed Rahman reports to Group Manager James Okoro (Sr. Director of Services).

Role	Name	Location	Email
Manager	Ahmed Rahman	Toronto, CAN (ET)	ahmed.rahman@alturasoft.example
Team Lead	Veronica García	London, UK (GMT)	veronica.garcia@alturasoft.example
Principal Engineer	Patrick O'Dwyer	Berlin, DE (CET)	patrick.odwyer@alturasoft.example
Senior Engineer	Chen Li	Dublin, IE (GMT)	chen.li@alturasoft.example
Senior Engineer	Zainab Hussain	Bengaluru, IN (IST)	zainab.hussain@alturasoft.example
Associate Engineer	Tomasz Wójcik	Singapore (SGT)	tomasz.wojcik@alturasoft.example
Associate Engineer	Elena Petrova	San Francisco, USA (PT)	elena.petrova@alturasoft.example

### 6.3 Managed Services (SRE-as-a-Service)

**Specialization:** Tiered production support, change management, and run operations for premium customers.

**Contacts:** Slack #ps-managed-services • DL ps-managed@alturasoft.example • Jira MSVC

**Team Roster & Reporting:** Manager Roberto Santoro reports to Group Manager James Okoro (Sr. Director of Services).

Role	Name	Location	Email
Manager	Roberto Santoro	Austin, USA (CT)	roberto.santoro@alturasoft.example
Team Lead	Grace Okafor	New York, USA (ET)	grace.okafor@alturasoft.example
Principal Engineer	Dmitry Smirnov	Toronto, CAN (ET)	dmitry.smirnov@alturasoft.example
Senior Engineer	Wei Liu	London, UK (GMT)	wei.liu@alturasoft.example
Senior Engineer	Carolina Morales	Berlin, DE (CET)	carolina.morales@alturasoft.example
Associate Engineer	Adam Kowalczyk	Dublin, IE (GMT)	adam.kowalczyk@alturasoft.example
Associate Engineer	Layla Haddad	Bengaluru, IN (IST)	layla.haddad@alturasoft.example

## Engineering Practices & Standards

We practice agile delivery with two-week sprints, trunk-based development, and mandatory code review (2 approvals). DORA metrics are tracked across teams; services must pass production-readiness reviews before launch.

**Definition of Done:** Code + tests + docs; SLOs defined; dashboards & alerts; runbooks; rollback plan; security review.

**Branching & CI/CD:** Trunk-based with short-lived feature branches; CI gates for tests/security/coverage; canary and progressive delivery.

**Observability:** Standardized RED/USE dashboards; SLO/error budgets enforced via SRE review.

**Data Governance:** Data classification, lineage, and PII handling policies; PR checks for schema changes.

## Career Framework (Engineering)

### Individual Contributor (IC) levels and typical scope:

- Associate Engineer (IC1): Learns codebase; delivers small, well-defined tasks with mentorship.
- Software Engineer (IC2): Owns small features; contributes to reviews and test quality.
- Senior Engineer (IC3): Leads features; mentors; designs within a service boundary.
- Staff/Principal Engineer (IC4-IC5): Cross-team design; sets standards; deep domain leadership.
- Distinguished/Architect (IC6): Broad, company-wide technical strategy.

**Management levels:** Manager (M1), Sr. Manager (M2), Group Manager/Director (D1+).

## Appendix: Distribution Lists, Jira Keys, Slack Channels

### Product Engineering

Core Platform: DL eng-core-platform@alturasoft.example • Slack #eng-core-platform • Jira PLAT

API & Integrations: DL eng-api@alturasoft.example • Slack #eng-api • Jira API

Web & Mobile Apps: DL app-web-mobile@alturasoft.example • Slack #app-web-mobile • Jira APP

### Data & Machine Learning

Data Platform: DL data-platform@alturasoft.example • Slack #data-platform • Jira DATA

Analytics & ML: DL ml-analytics@alturasoft.example • Slack #ml-analytics • Jira ML

### Cloud Infrastructure & SRE

Infrastructure Engineering: DL infra-engineering@alturasoft.example • Slack #infra-eng • Jira INFRA

Site Reliability Engineering: DL sre@alturasoft.example • Slack #sre • Jira SRE

### Security & Compliance

Application Security: DL security-appsec@alturasoft.example • Slack #sec-appsec • Jira SEC

Cloud Security & GRC: DL security-grc@alturasoft.example • Slack #sec-cloud-grc • Jira GRC

### Quality Engineering

Test Automation: DL qe-automation@alturasoft.example • Slack #qe-automation • Jira QE

Performance & Reliability Testing: DL qe-performance@alturasoft.example • Slack #qe-performance • Jira PERF



## **Professional Services**

Solutions Engineering: DL ps-solutions@alturasoft.example • Slack #ps-solutions • Jira SOL

Customer Implementations: DL ps-implementations@alturasoft.example • Slack #ps-implementations • Jira IMPL

Managed Services (SRE-as-a-Service): DL ps-managed@alturasoft.example • Slack #ps-managed-services • Jira MSVC

*Note: This document and all names are fictional and provided solely for onboarding tooling demonstrations.*