

# ANJANA RAJAN P.ENG

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## PROFILE

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- Technical manager, leader, architect, and advisor, with over 20 years of industry experience, focusing on driving innovation, business growth, and enhancing customer experiences.
- Passionate advocate of automation, efficiency, scalability, reliability, and collaboration in software implementations and practices.

## PROFESSIONAL EXPERIENCE

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### Software Development Manager

Varicent, Edmonton, Alberta, Canada (Remote)

May 2022-Present

- Member of the core leadership team responsible for the direction of architecture and development, infrastructure and operations, and customer enablement of the Sales Planning SaaS offering, with a focus on performance and scalability, low infrastructure cost, user experience, and customer support.
- Directly responsible for managing a team of six front-end, back-end, and full stack software engineers, building new features, service advancement initiatives, for the Sales Planning product.
- Oversee cross-functional collaboration between product management, QA, professional services, sales, and multiple engineering teams in prioritizing initiatives, reviewing requirements, defining technical direction, and setting delivery expectations.
- Motivate and guide team through complex problem solving, while holding them accountable in driving a strong delivery pace, meeting team and company goals (OKRs), openly communicating roadblocks, and working to mitigate risk and delays.
- Promote a culture of trust and growth through regular one-on-ones meetings, performance reviews, career development sessions, and organized team socials.
- Improved incident management KPIs (MTTA and MTTR) through implementation of a more streamlined triage process, as well as automated reporting to facilitate communication across teams.
- Establish and promote an iterative, test-driven development approach using Agile Scrum and Kanban frameworks and tools.
- Hire and grow talent within teams to facilitate organizational growth and align with the company vision.
- Hands-on with DevOps, building scripts and processes to improve developer experience, increase automation, and standardize infrastructure for security and compliance.
- Skills/Technologies: React, Node.js, GraphQL, PostgreSQL, Linux, Golang, Perl, Python, shell scripting, Terraform, Ansible, Auth0, GIT, DataDog, AWS (EC2, Aurora RDS, App Sync, API Gateway, Secrets Manager, SSM parameter store, IAM, Lambda, DynamoDB, CodeBuild, CloudFormation, Cognito, CLI), Split.io, Auth0, JIRA, JQL, JIRA Automations, Confluence.

## **Systems Architect – Technical Team Lead**

CSG International, Edmonton, Alberta, Canada (Remote)

July 2017-May 2022

- Lead technical architect responsible for infrastructure, integration, operations, and field enablement for the Ascendon Revenue Management (ARM) monolith within the AWS-based Ascendon SaaS solution.
- Defined and led design, development, and delivery of enablement tools to address process gaps, improve efficiency, and customer delivery using web front ends and serverless frameworks.
- Custom designed and implemented a comprehensive and scalable framework for real-time monitoring and alerting for the ARM product and integrated systems.
- Designed and developed custom CI/CD tools and processes to reduce time and cost in deploying software releases, cloud infrastructure setup, security configuration, external systems integrations, and infrastructure scaling.
- Regularly consulted with senior management and developing tools to measure KPI with respect to cost reduction and optimization of cloud infrastructure and service usage within the Ascendon organization.
- Wrote and standardized documentation including feature designs, technical overviews, operational and BCP runbooks and playbooks, and team onboarding guides.
- Mentored and managed workload of new and junior team members.
- Skills/Technologies: Linux administration, SaltStack, Terraform, ELK Stack, Perl, JavaScript, Python, Powershell, shell scripting, REST, Oracle RDBMS, ADO Pipelines, Jenkins, AWS (EC2, Oracle RDS, API Gateway, Step Functions, Secrets Manager, SSM parameter store, IAM, Lambda, DynamoDB, Route53, SNS, SQS, Kinesis, CloudFormation, CodeBuild, CLI), Active Directory, Okta, JIRA/Confluence.

## **Platform Architect**

CSG International, Edmonton, Alberta, Canada (Remote)

May 2011-June 2017

- Senior technical architect, responsible for overseeing all aspects of application software and hardware implementation and integration into customers' infrastructure.
- Designed and developed software and processes to automate and streamline release deployments, integrate external systems with, and troubleshoot the Singleview convergent billing application.
- Primary technical point of contact for customers and internal teams related to hardware sizing, Oracle database management, Unix/Linux systems administration, network, application, high availability, security, and disaster recovery on multiple simultaneous projects.
- Advised on issues with core application, providing solutions and bug fixes when needed.
- Other activities included: Project planning, software interface design and development, production support, presales support, environment management/setup, release management, performance tuning.
- Skills/Technologies: Linux, Solaris, AIX, Perl, Java, Javascript, C, shell scripting, Oracle RDBMS, Oracle Clusterware, Oracle RAC.

**Implementation Consultant**

Orion Health Limited, Edmonton, Alberta, Canada

November 2007-April 2010

- Responsible for implementation and integration of Orion software products to provide technical solutions for clients in the health care industry.
- Developed knowledge base and expertise in implementation and solutions using new and un-released proprietary applications.
- Built and documented solution-focused product demos for RFIs and RFPs.
- Identified key gaps in client implementations that could compromise data integrity.

**Senior Technology Specialist**

TELUS Communications Inc., Edmonton, Alberta, Canada

January 2007-November 2007

- Responsible for building and maintaining TELUS.net messaging system infrastructure and applications, which supports over 1.5 million customer mailboxes.
- Monitored systems and applications using open source and commercial software tools as required.
- Implemented improvements to server infrastructure, network security, and applications to foster continuous improvement and more effectively meet the needs of customers and other internal groups.

**Senior Development Consultant/Technical Consultant**

Intec Billing Canada Limited/ADC Software Systems, Edmonton Alberta, Canada

January 2003-December 2006

- Designed and developed proprietary software to interface with Singleview Convergent Billing system.
- Implemented increasingly efficient solutions to facilitate processing and maintenance of high volumes of data in the customer database.
- Technical point of contact for customers on requirements gathering, solution design, reviews, and infrastructure on several large projects.

**ADDITIONAL INFORMATION**

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- B.Sc. Electrical Engineering, University of Alberta, 2002
- Professional member of APEGA (Association of Professional Engineers and Geoscientists of Alberta) since 2009.
- Fully bilingual – fluent in English and French.
- Successful real estate investor and landlord since 2007.
- Volunteer youth hockey and basketball coach.