

# Rohan Shah

rshah.me

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## EXPERIENCE

- **Dynatrace** Toronto, ON  
Sep 2024 - Present
  - **Principal Solutions Engineer - Logs**
    - **Logs Specialization:** Led complex, high-value opportunities to prove Dynatrace Logs solutions for Global and Strategic customers.
    - **Sales Wins:** Partnered with Sales & Engineering leadership to influence technical direction and deal successes.
    - **Customer Partnership:** Advised customer executives and facilitated strategy workshops to accelerate platform adoption and usage.
    - **Team Coaching:** Mentored and onboarded new members of the Logs strike team, accelerating their productivity and technical proficiency through hands-on training.
    - **Field Enablement:** Enabled Solution engineers by coaching and developing Logs demo artifacts for global use.
    - **Product Influence:** Actively collaborated with Product Management to relay customer feedback and guide product improvements.
    - **Brand Advocacy:** Strengthened Dynatrace brand awareness by publishing technical blogs and representing Logs at Perform Conference, tech talks, and webinars.
- **BMO Bank of Montreal** Toronto, ON  
Jul 2022 - Sep 2024
  - **Senior Engineering Manager, SRE**
    - **Finance Management:** Oversaw \$2M operational budget, ensuring efficient & strategic resource utilization.
    - **Pioneering SRE:** Led a team of 9 SREs and DevOps engineers to design and implement an SRE framework centered on Config as Code (CaC) and end-to-end Observability.
    - **Observability Engineering:** Deployed and enabled observability using Dynatrace & ELK on ~30+ Commercial banking Level 1/2 critical applications.
    - **Build Optimization:** Cut environment setup time by 80% (to 2.5 hrs) through CaC based automation.
- **Manulife** Waterloo, ON  
Sep 2021 – Jul 2022
  - **Senior Site Reliability Engineer**
    - **Team Leadership:** Led 8 Support Analysts to improve reliability through proactive support and monitoring.
    - **Monitoring Setup:** Deployed APM and synthetic monitoring across 22+ apps, cutting down MTTx by ~60%.
    - **Training:** Trained Manulife University cohorts on Dynatrace & New Relic monitoring.
- **RBC Royal Bank of Canada** Toronto, ON  
Jan 2016 – Sep 2021
  - **Senior Technical Systems Analyst**
    - **Incident Management:** Led resolution of critical incidents, minimizing business disruption and ensuring operational continuity.
    - **Optimization:** Improved app performance and designed ServiceNow workflows, saving \$270K+/yr.
    - **Automation Delivery:** Built RPA/NLP/OCR-based solutions, generating \$500K+ in savings.

## SKILLS

Solution Architect, AWS, SRE, FinOps, Kubernetes, Observability, Chaos Engineering, DevOps, CI/CD, API

## EDUCATION

- Toronto Metropolitan University - Bachelor of **Business Technology Management**
- Mohawk College - Diploma of **Computer Science**

## ACHIEVEMENTS & AWARDS

- **Ansible Automates** - URL
- **Dynatrace Webinar** - URL
- **Dynatrace 2024 Lead R&D Award** - URL
- **BMO Annual Award 2023**
- **BMO Spotlight Award 2023 / 2022**
- **RBC Leadership Model Award 2020**
- **RBC Individual Performance Award 2020 / 2019 / 2018**

## CERTIFICATIONS

- **AWS Solutions Architect (SAA)**
- **AWS Cloud Practitioner (CCP)**
- **FinOps Certified Practitioner**
- **Certified SAFe 6 Agilist**
- **Certified Scrum Master (CSM)**
- **Dynatrace Associate**
- **ITIL Foundation** [#GR750292245RS]
- **Lean Six Sigma – Yellow Belt (LSSYB)**