Sharad Jhingran

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Summary

Senior Architect - SRE & Performance Engineering with 17+ years of diverse experience specializing in Java Spring Boot-based microservices, performance engineering, and SRE strategies for premium BFSI, healthcare, technology, insurance, communications, and retail clients.

- Crafting resilient microservice applications on cloud platforms like Red Hat OpenShift and Pivotal Cloud Foundry
- Proficiency in core Java, data structures, OOP, Domain Driven Design, and system design after 4+ years of application development
- Analyzing end-to-end application architecture, code, and design to mitigate performance and reliability risks
- Advising on and implementing Site Reliability Engineering strategies to achieve high availability targets
- Conducting Failure Mode and Effect Analysis, including Chaos Engineering, to identify and eliminate performance bottlenecks
- Proficiently optimizing system resource bottlenecks, enhancing application performance
- Extensive knowledge in Java runtime optimization, JVM analysis, profiling, and tuning
- Defining workload models, mapping forecasts to application demand, and conducting capacity planning
- Strong skills in heap/thread dumps analysis, OS parameter tuning, and network tracing for performance issues
- Hands-on experience in distributed tracing, application metrics, and monitoring tools both commercial and open source
- Experience in agile delivery, DevOps, and Continuous Integration/Continuous Delivery practices
- Actively mentoring and recruiting performance engineers/SREs
- Demonstrated collaboration with global stakeholders, leaders, and diverse project teams throughout his career

Experience

Cognizant Technology US Corp (Sept 2011 - Till Now)

Discover Financial Services, Farnborough, UK | OpenShift Cloud Platform, Java 17, Kubernetes, Redis, RabbitMQ, Helm, Datadog

- As an Enterprise Site Reliability SME, devised the reliability framework for the Discover's switching platform
- Building the SRE team around Continuous Delivery, Observability and Chaos Engineering
- Implemented SRE best practices based on understanding of the core switching components and related systems
- Defined metrics for Spring, RabbitMQ and Redis Cache to measure the system health and ways to monitor and report
- Production performance monitoring and Resilience Validation
- Built automation platform for the telemetric data reporting for quicker problem identification and resolution

HCSC, Chicago, IL, USA | PCF, Spring Boot, Java 8, MuleSoft ESB 3.x/4.x, Dynatrace APM, Kafka, Python

- As an Enterprise Performance Architect, pioneered the MuleSoft and Kafka performance benchmarks and optimization
- Built SRE Team for the Claims Adjudication Platform
- Define metrics for spring telemetry, Kafka and MuleSoft to measure the health of the system and ways to monitor and report
- Architected a chaos engineering platform for on-demand fault injection within on-prem TAS platform
- Instrumental in finding race condition with MuleSoft 4.x causing CPU bound threads consuming remarkably high CPU cycles

Comcast Cable, Philadelphia, PA, USA | Pivotal Cloud Foundry, Java 8, PCF 1.8, Micro-services, AppDynamics, Golang, Docker

- Devised and implemented performance enhancement strategies for microservices in the PCF environment
- Established and upheld a performance validation stage in the CI/CD pipeline
- Optimized memory management of services, reducing app restarts and crashes
- Recommended an optimal canary scale, minimizing TPS drop and errors
- Devised a single instance capacity assessment strategy for determining production instance count
- Implemented method-level stats collection using Stagemonitor and enabled distributed tracing with Zipkin and Spring CloudSleuth for services

ACE Insurance, Crawley, UK | IBM WAS 7.0.0.25, JProfiler 7.2.3, DB2/AIX64 SQL, Vega Unity, IBM FileNet, MS SQL Server 2012

- Acted as the primary contact for UWP performance, managing SLA assessment, non-functional requirements, client reporting, and coordination with environment teams
- Gathered and validated non-functional performance requirements
- Created workload models using proprietary tools, analyzing server logs for application modeling
- Engaged in agile performance engineering, conducting sprint-based performance assessments
- Proficiently profiled JVMs to establish baselines and identify performance bottlenecks
- Benchmarked and fine-tuned application performance on IBM WAS 7.0.0.25
- Analyzed slow transactions for performance issues, providing actionable recommendations to development teams
- Implemented performance fixes in the Test Environment in coordination with relevant parties

- Conducted benchmarking to measure single/multi-user response times post-application fixes

Intuit Inc, Bengaluru, India | Oracle 11gR2, JBoss 4, Yourkit, JBoss Profiler, Twiddle, HP LoadRunner 8.4

- Involved in benchmarking the performance of the Jboss 4.3 application in the old as well as new Data Center
- Involved in monitoring the resource utilization using the custom-made tool developed in Perl, when the applications were under simulated load conditions in the test environment
- Involved in profiling the transactions which are performing badly to identify the hotspots in the code which cause the performance delay using the dynamic code profiling tool
- Involved in JVM Sizing/GC Tuning activities by executing multiple tests with different JVM arguments
- Identification of the memory leak issue by analyzing the heap dump using Eclipse MAT

Oracle US Corp (Jan 2009 - Sept 2011)

Siebel CRM PSR Engineering Team, Bengaluru India | HP LoadRunner, Java 8, Siebel SARM, Glowcode 7.2, OATS

As a Performance Engineer (IC2) for Siebel CRM applications:

- Conducted extensive performance engineering for various scenarios, including Siebel Server Side Sync with MS Outlook, Siebel Remote, and application login/logout
- Managed the installation, configuration, and initial data setup for Siebel builds
- Enabled SQL trace parameters, analyzed app logs to identify slow SQL queries, and reported findings to DBAs
- Executed scenarios over specific periods, collected server-level statistics, and prepared result analysis sheets
- Compared results with established KPIs, reporting any regressions
- Optimized web and application-level parameters for enhanced performance, retesting for optimization
- Utilized Glowcode 72 for CPU and memory leak detection via code profiling and DDL call stack analysis
- Conducted Siebel Application Response Measurement (SARM) analysis to pinpoint performance issues
- Developed and maintained automated environment check scripts in Perl
- Created Perl-based internal tools for Siebel App Server Log analysis and stats collection
- Evaluated Oracle Application Testing Suite (OATS) for Siebel performance testing

OTIS ISRC (Aug 2008 - Jan 2009)

As the performance test engineer in the Performance Management Center, Pune, focused on HP Quality Center 92 benchmarking and migration:

- Collaborated with the development team, outlining robust test processes
- Executed performance tests, conducted analysis, and generated reports
- Monitored performance using Windows/UNIX resources and SiteScope

IGate Global Solutions (now part of Capgemini) (July 2006 - July 2008)

As the Sr. Software Engineer, provided consulting services to General Electric Corporate, Bengaluru

- Developed features using Spring MVC, Collections, WLS 8.1, Oracle 10g, and Java SE 6 as an SSE
- Conducted code reviews, unit testing, and supported QA in defect analysis and fixing
- Contributed to performance engineering planning, scenario design, script customization, execution, and analysis
- Monitored server-side performance using JBoss AS and analyzed Oracle 10g performance using Stats pack reports
- Prepared comprehensive final analysis reports with observations and recommendations

Education

Executive General Management Program (IIM Bengaluru) | 2022 | General Management

Bachelor of Technology in Computer Science & Engineering | UPTU | 2006 | 68%

Intermediate (Physics, Chemistry and Mathematics) | CBSE | 2000 | 68%

High school (Class 10th) | CBSE | 1998 | 67%