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Summary

- A highly accomplished professional with over 19 years of experience in application development, Agile, DevOps, project management, and system reliability engineering for critical applications.
- Proven leader in driving organizational initiatives, including Site Reliability Engineering (SRE), Cloud Migration, and building high-performing teams. Successfully led the design, development, and delivery of complex business solutions, leveraging deep expertise in SRE processes for business-critical applications.
- Spearheaded engineering applications on cloud platforms like OpenShift Enterprise (OSE) and Amazon Web Services (AWS) using advanced DevOps tools. Experienced in IT service management (ITSM) and ITIL processes, with a comprehensive understanding of service ownership and end-to-end production processes. Instrumental in implementing DevOps tools for application monitoring and alerting, including Dynatrace, Splunk, and Grafana.
- Adept at deploying multiple process frameworks, including Agile, DevOps, Full Stack (Java), and Site Reliability. A highly motivated individual with a strong track record of delivering impactful results.

Skills

Java/J2EE • DevOps • Amazon Web Services (AWS) • Azure • Telemetry • SoftwareDevelopment • Microservices • IT Service Management • Production Support and Maintenance • Site Reliability Engineering • Product Life Cycle Management • Production Support and Maintenance • ITIL • DevOps • Escalation Management • Team Management • Machine Learning • Artificial Intelligence • Python

Licenses & Certifications

 **Microsoft Azure Fundamental (AZ-900) Certification** – Microsoft

 **Strategic Management Course at IIM Bangalore** - IIM Bangalore - ExecutiveProgram

 **DevOps Professional Certification** - DevOpsUniversity

 **Sun Certified Java Programmer SCJP** - Sun Microsystems

 **ITIL V3 Foundation (Certification of IT Service Management)** - AXELOS GlobalBest Practice

 **Academy of HealthCare Management (AHM – 250)** - AHIP

Experience

 **Senior IO Engineering Manager / Senior Engineering Manager**

Optum Global Solutions

Feb 2022 - Present

- Lead and drive the enterprise program for Product Lifecycle Management, ensuring alignment with organizational goals.
- Conduct comprehensive reviews of applications from an SRE perspective, identifying areas for improvement and leading implementation efforts to enhance resiliency and stability.
- Ensure the stability of all applications, software products, and associated infrastructure components.
- Oversee infrastructure audits and compliance to maintain robust operational standards.
- Review, track, report, and guide improvements in the security landscape of applications across the enterprise.
- Provide executive leadership updates and reporting, ensuring clear communication of program status and achievements
- Inspire and mentor teams, fostering a collaborative and high-performance work environment.



Manager Software Engineering

Optum Global Solutions

Oct 2020 - Jan 2022

- Lead the design and implementation of new business requirements, ensuring alignment with strategic goals.
- Facilitate architecture discussions with infrastructure and middleware teams, translating requirements for offshore implementation.
- Drive DevOps initiatives, including build automation (CI/CD), cloud migration, deployments, and automated scans and tests.
- Review and enhance the application landscape to improve performance and stability.
- Perform Site Reliability Engineering (SRE) duties, ensuring the availability and stability of applications



Manager Engineering (Applications - IT Ops)

Airtel International LLP

Dec 2019 - Sep 2020 (10 months)

- Manage and drive end-to-end operations and support for end-user applications across 14 countries in Africa, ensuring seamless service delivery.
- Collaborate with product owners, sharing subject matter expertise with business and operational partners during requirements elicitation.
- Take ownership of end-to-end IT operations for highly critical customer-facing applications, ensuring their reliability and performance.
- Provide technical leadership to offshore teams, addressing application issues and implementing new business requirements.
- Lead and mentor large, diverse teams, fostering a collaborative and high-performance work environment.



Engineering Manager

OPTUM Global Solutions (A UHG Company)

Mar 2016 - Nov 2019 (3 years 9 months)

- As the Engineering Manager for ICUE (Application supports clinical area), led architecture, requirements gathering, design review, implementation, and quality engineering processes to ensure robust and scalable solutions.
- Managed the team while also acting as the Service Reliability Engineer for the application.
- Ensured end-to-end monitoring of application performance and system health using tools like Dynatrace and HPPM.
- Led problem analysis to identify gaps in system performance and pinpoint bottlenecks.
- Optimized application infrastructure performance to ensure scalability and reliability.
- Worked closely with development and operations teams to ensure seamless integration and deployment of new features.
- Conducted post-incident reviews to identify root causes and implement preventive measures.



Project Lead

Optum Global Solutions

Dec 2011 - Feb 2016 (4 years 3 months)

- Understand business requirement, Design and develop modules assigned to my work queue.
- Lead discussions business, system and business analysts for requirement gathering and clarification calls
- Played the role of System Reliability Engineer (SRE), to ensure high uptime of application and quickest restoration to minimize business impact.
- Understand and identification of most suitable monitoring and resiliency approach for infrastructure.
- Identify and execute automation opportunities for operational tasks.
- Performance review and plan for improvement
- Led and execute the product upgrade deployments/releases.

- Complete ownership of close Monitoring of application using various monitoring tools and take immediate action to avoid any downtime.



Associate Team Lead

Optum Global Solutions

Mar 2010 - Nov 2011 (1 year 9 months)

- Java Design and Development
- Maintenance and Enhancement of the Application
- Provide Production Support to live application
- Provide immediate fix or Workaround for any high priority Issue.
- Generate Daily Report for checking status of Application and other associated backend system
- Coordinate with IT and business partners for analyzing any critical issues.



Senior Software Engineer

Optum Global Solutions

May 2008 - Mar 2010 (1 year 11 months)

Siemens Information Systems Private Limited

Apr 2005 - Apr 2008 (3 years 1 month)

- Java design and development
- Implementation of front end module
- Database integration and implementation.
- Deployment and post production support.