

Gaurav Chauhan

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<https://github.com/connectgaurav12>

Summary

- Passionate about building resilient and efficient systems—it's more than just a job for me; it's about making technology truly work for people.
- With over 20 years immersed in application development, Agile, and DevOps, I thrive on leading teams to create and deliver complex business solutions that simply *work*.
- I get excited about optimizing processes, diving deep into Site Reliability Engineering (SRE), and transforming infrastructures with cloud platforms like OpenShift and AWS, all while wielding DevOps tools such as Dynatrace, Splunk, and Grafana.
- My experience in IT service management (ITSM) - ITIL processes, enables me to ensure complete service ownership and optimized production processes.
- Beyond the tech, I'm driven by the challenge of turning complex problems into elegant solutions, delivering tangible results, and fostering a culture of continuous improvement. I'm always eager to connect with fellow innovators.

Key Skills

Java/J2EE • DevOps • Amazon Web Services (AWS) • Azure • Telemetry • Software Development • Microservices • IT Service Management (ITSM) • Production Support and Maintenance • Site Reliability Engineering (SRE) • Product Life Cycle Management • Software Deployment • ITIL • DevOps • Escalation Management • Team Management • Automation • Collaboration • Incident Management • Change Management

Licenses & Certifications



Microsoft Azure Fundamental (AZ-900) Certification - Microsoft



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



DevOps Professional Certification - DevOpsUniversity



Strategic Management Course at IIM Bangalore - IIM Bangalore - ExecutiveProgram

Experience



Senior IO Engineering Manager / Senior Engineering Manager

Optum Global Solutions

Feb 2022 - Present

- Leading enterprise programs focused on Product Lifecycle Management, ensuring the stability and security of critical applications across the organization. Focused on driving industry best practices, fostering cross-functional collaboration, and delivering impactful results to senior management.
- Spearheading enterprise-wide initiatives focused on Product Lifecycle Management (PLM), aligning engineering deliverables with strategic business objectives.
- Ensuring end-to-end stability, performance, and scalability of mission-critical applications and associated platforms across the organization.
- Driving improvements in the security posture of enterprise applications through regular assessments, remediation planning, and cross-team coordination.

- Delivering high-impact executive reports and dashboards to senior leadership, providing transparent insights into project status, risks, and progress.
- Promoting the adoption of industry best practices, standards, and frameworks to enhance operational excellence, team collaboration, and engineering quality.
- Collaborating with cross-functional stakeholders including product, infrastructure, and security teams to ensure seamless delivery and continuous improvement.



Manager Software Engineering

Optum Global Solutions

Oct 2020 - Jan 2022 (1 Year 4 months)

- Led the design and implementation of critical business features, ensuring alignment with technical and operational goals.
- Facilitated architecture discussions with infrastructure and middleware teams; translated strategic designs into executable plans for offshore engineering teams.
- Championed DevOps initiatives, including CI/CD pipeline automation, cloud migration, deployment automation, security scans, and testing frameworks.
- Conducted comprehensive reviews of the application ecosystem, identifying and executing strategies to enhance system performance, resilience, and stability.
- Acted as a Site Reliability Engineer (SRE), maintaining high availability, rapid incident response, and consistent system uptime for production applications.



Manager Engineering (Applications - IT Ops)

Airtel International LLP

Dec 2019 - Sep 2020 (10 months)

- Oversaw end-to-end IT operations and support for customer-facing applications across 14 African countries, ensuring optimal performance and user experience.
- Collaborated closely with product owners and business stakeholders to gather requirements and provide subject matter expertise during solution design.
- Maintained full ownership of mission-critical application ecosystems, including monitoring, incident management, and operational excellence.
- Provided technical leadership to offshore teams, guiding them through issue resolution, change implementations, and delivery of new business functionalities.
- IT Operations Management, Incident Management, Technical Leadership, Stakeholder Management, Application Support



Engineering Manager

OPTUM Global Solutions (A UHG Company)

Mar 2016 - Nov 2019 (3 years 9 months)

- Provided technical leadership to geographically distributed teams across Gurgaon, Noida, Hyderabad, Bangalore, and the Philippines.
- Led dual functions as Engineering Manager for Identity & Access Management (IAM) and as the founding leader of the SRE team for IAM Security Operations.
- Directed architecture, requirement analysis, design reviews, implementation, and quality engineering processes for IAM-related projects.
- Championed the adoption and integration of DevOps practices, enhancing deployment automation, collaboration, and delivery efficiency.
- Successfully built and scaled the Site Reliability Engineering (SRE) team, establishing best practices for monitoring, alerting, and system reliability in security operations.



Project Lead

Optum Global Solutions

Dec 2011 - Feb 2016 (4 years 3 months)

- Led the design and development of application modules based on evolving business requirements.

- Actively engaged with business, system, and functional analysts to gather and clarify requirements, ensuring smooth project execution.
- Functioned in a Site Reliability Engineering (SRE) capacity to maintain high application uptime and rapid issue resolution to minimize business disruption.
- Evaluated infrastructure to define and implement effective monitoring and resiliency strategies.
- Identified and automated repetitive operational tasks to boost team productivity and reduce manual intervention.
- Oversaw and executed product upgrades and release deployments, ensuring seamless delivery with minimal risk.
- Took complete ownership of application monitoring, using tools to proactively manage system health and prevent downtime.



Associate Team Lead

Optum Global Solutions

Mar 2010 - Nov 2011 (1 year 9 months)

- As Associate Technical Lead at OPTUM Global Solutions (A UHG Company) from March 2010 to
- Led Java-based design and development efforts for key application components.
- Managed application maintenance and enhancements, ensuring timely delivery of improvements and fixes.
- Delivered production support for live systems, including rapid issue resolution and implementing workarounds for high-priority incidents.
- Generated daily operational reports to monitor application health and backend system status.
- Collaborated with IT and business stakeholders to analyze and resolve critical issues, ensuring business continuity.
- Java Development, Production Support, Technical Leadership, Incident Management, Problem Solving



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)

I was responsible for Java design and development, contributing to front-end module implementation, database integration, and overall application deployment.

- Contributed to Java-based design and development of critical application components.
- Led the implementation of front-end modules, ensuring seamless user interfaces and interaction.
- Managed database integration and implementation, optimizing data flow and system performance.
- Oversaw deployment and delivery of application updates, ensuring timely and error-free releases.
- Java Development, Database Integration, Software Deployment, Front-End Development, Collaboration