

Dhanapal Jayapandi

SOFTWARE ENGINEERING DIRECTOR

11675 Rainwater Dr, Alpharetta, GA 30009

☎ 678-666-0066 | 🏠 [djay93.github.io](https://github.com/djay93) | 📞 djay93 | 🌐 djay93 | 🐦 djay93

Summary

Engineering Director with over 15 years of experience, I oversee a division of more than 120 engineers, leading pioneering development projects in areas such as Networking/5G, Data, AI, Cloud, Cybersecurity, and Digital Engineering. My expertise lies in spearheading large-scale technical initiatives, promoting innovation, and ensuring the delivery of cutting-edge solutions in complex environments. Known for strong leadership skills, I have a proven track record of building and managing cohesive, high-performing teams adept at addressing challenging projects. With a strategic and results-driven approach, my goal is to leverage my extensive leadership and technical knowledge to enhance the organization's productivity, efficiency, and advancement in technology.

Work Experience

Amdocs Inc.

Atlanta, USA

SOFTWARE ENGINEERING DIRECTOR

Jan. 2022 - Present

- Led and managed a diverse and talented team of over 120 engineers, fostering a culture of innovation and excellence. This involved strategic planning, talent development, and performance management to drive team success in a dynamic environment.
- Led multiple software engineering projects and product developments with a focus on Networks/5G, Cloud Computing, AI, ML, Data Science, and Digital Engineering, steering the team towards cutting-edge technological advancements and innovations.
- Spearheaded the adoption and implementation of leading software engineering principles within the department. Involved in evaluating new tools and technologies such as GenAI, ML, etc., and enforcing high standards for coding practices, system design, and architecture, ultimately elevating the overall software quality and performance.
- Actively promoted, practiced, and expanded business operations. This included identifying new market opportunities, driving business growth, and ensuring sustainable development aligned with organizational goals.
- Collaborated with the senior leadership team to set the vision, strategy, and long-term goals that align with the business objectives, contributing to company's growth.
- Played a pivotal role in pre-sales activities and the development of proof-of-concepts. This involved working closely with sales teams to showcase technical capabilities and solutions, contributing to the winning of key contracts.
- Excelled in managing customer relationships and partnerships, ensuring high levels of customer satisfaction. This included understanding customer needs, providing tailored solutions, and maintaining strong, ongoing business relationships.

Amdocs Inc.

Atlanta, USA

SOFTWARE ENGINEERING MANAGER

Oct. 2011 - Dec. 2021

- Led the architecture, design, and execution of solutions in the fields of networks/5G, digital transformation, cloud and data analytics.
- Responsible for the development of new products and enhancements to existing products, playing a pivotal role in advancing the business's technological forefront.
- Hired, coached, and managed a high-performing engineering team, fostering a culture of innovation and excellence in software development.
- Successfully delivered a range of high-quality projects on schedule, including a 5G Equipment Inventory Register (EIR), 5G slice orchestration platform, network configuration management application, a cloud-native billing and charging business intelligence platform, mass advertising campaign management application, CRM, Order Management systems, as well as various platform migrations and transformations.
- Doubled team velocity by advocating for Agile transformation, incorporating continuous integration, code reviews, and automated testing.
- Managed proof of concept efforts to aid in pre-sales and establishing new technology standards.
- Collaborated closely with product owners and customers to comprehend project requirements, significantly contributing to the project's delivery roadmap. I maintained a deep understanding of the projects and their underlying technology, which guided me in enhancing the architecture, knowledge models, user experience, performance, and stability.
- Collaborated with organizational leaders and customers to align technology vision and strategy with business goals, growth strategies, and talent development.

Amdocs Inc.

DEVELOPMENT EXPERT

St. Louis, USA

Oct. 2009 - Sep. 2011

- Developed a user-friendly Amdocs Dispute and Adjustment module, achieving an estimated 50% increase in operational efficiency and saving the customer over \$500K monthly.
- Engineered a High Availability solution to ensure 24/7 uptime for the Amdocs Enterprise CRM application in the production environment.
- Oversaw the service infrastructure, prioritizing high availability, business continuity, and optimal system performance.
- Identified and addressed security risks and performance bottlenecks, recommended solutions for reducing technical debt, and streamlined the application's maintenance process.
- Provided mentorship to junior software developers on best practices and CRM implementation techniques.
- Earned a promotion to Software Engineering Manager within 24 months, in recognition of outstanding performance and significant organizational impact.

Amdocs Development Ltd

SENIOR SUBJECT MATTER EXPERT

Limassol, Cyprus

July. 2006 - Oct. 2009

- Analyzed customer feature requests and designed technological solutions for integration with the existing Amdocs platform.
- Developed and managed the Amdocs CRM application for various Tier 1 service providers.
- Rolled out Amdocs CRM v7.5 for a leading Tier 1 company, streamlining their e-service ticket management.
- Created proof-of-concept demonstrations for DishNET, Telstra, and Excelcom, showcasing the business benefits of Amdocs CRM.
- Resolved bugs, enhanced performance, optimized queries, and improved the usability of the Amdocs CRM and OMS products.
- Provided technical guidance and elucidated advanced features of the Amdocs CRM product to team members.

Amdocs Development Ltd

SUBJECT MATTER EXPERT

Limassol, Cyprus

Oct. 2004 - Jun. 2006

- Designed, developed, and successfully deployed a large-scale CRM system for Deutsche Telekom and Vodafone UK.
- Implemented a logging framework at Deutsche Telekom for message logging in the Eclipse Common Base Event (CBE) format.
- Conducted analysis and resolved performance issues and functional defects within the Amdocs CRM product.
- Delivered bug fixes for the integration APIs of Amdocs eCare.
- Participated in the certification process for the Orion and Omega releases of Amdocs CRM.

Key Skills

Languages	Python, Java, J2EE, Kotlin, JavaScript, Typescript, GO, Ruby, Haskell, PHP, Perl, Unix Shells, AWK
Backend	Spring framework, SpringBoot, Node.js, Express, Django, Flask, Laravel, Rails
Frontend	Angular, React.js, Vue.js, HTML5, CSS3, Bootstrap, Sass
Mobile	iOS/Swift, Android, Ionic, Cardova, React Native, Flutter
Databases	MySQL, Postgres, Oracle, Cassandra, MongoDB, Redis, Firebase
Cloud & Containers	AWS, Azure, Openshift, Openstack, GCP, Kubernetes, Helm, Traefik, Rancher
Data & Analytics	Tableau, PowerBI, Sisense Periscope, Hadoop, Spark, Elastic, Snowflake, Databricks
CI/CD/CT/Automation	Ansible, Terraform, Saltstack, RunDeck, Chef, npm, Docker, Git, Nexus, Jenkins, Gradle, Maven, Nagios, Vagrant, UiPath, Power Automate
Technology stack	Frontend development, Backend development, Cyber security, Mobile development, DevOps, NetOps, AIOps, Zero touch automation, Digital Twin, Network automation, Artificial Intelligence, Data Analytics, Reports and more
Others	Technical leadership, Software architecture, Emerging technologies

Certifications

- 2020 **AWS Certified Solutions Architect – Associate**, AWS
- 2020 **AWS Certified Cloud Practitioner**, AWS
- 2019 **SAFe Agilist**, Scaled Agile Framework
- 2013 **Project Management Professional (PMP)**, PMI
- 2008 **Sun Certified Java Developer**, J2SE 5.0
- 2006 **Sun Certified Web Component Developer**, J2EE 1.4
- 2005 **Sun Certified Java Programmer**, J2SE 5.0

Education

College of Engineering, Guindy (Anna University)

Guindy, India

B.E. IN COMPUTER SCIENCE AND ENGINEERING

Jun. 1999 - May. 2003

- Received Gupta Scholarship, 1999 - 2003, for academic excellence in the computer science department.