

# Dharmender Singh

 9740906000 | [LinkedIn](#) | [GitHub](#) |  |  | Bangalore, India

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**17+** years of experience in data engineering and analytics, with a strong background in Data pipeline creation, optimization, statistical modeling, data visualization, and machine learning. Proficient in **SAS, Python**, and **Azure cloud solutions**. A passion for team leadership and mentoring, fostering innovation, and delivering impactful solutions using data to drive business decisions.

## PROFESSIONAL EXPERIENCE

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### Principal Software Engineer | Fidelity Investments

Jan 2022 - Present

- Built a **15-person** team to lead Azure migration, offering Runbooks and support, enhancing efficiency.
- Led migration of **5,000 SAS** Programs to SAS EG 7.1, saving **\$1M** annually.
- Achieved a **60%** reduction in **MTTR** for **DR** activity by using cutover for 100+ Azure applications.
- Achieved **5-minute RCA** for production incidents by leveraging AI, Splunk logs and Datadog tracing.
- Used ML to cut data pipeline failures by **40%** and MTTR by **20%**.
- Managed data for audits/regulations across **\$4.5T** assets, **65K funds**, and **24K clients**.
- Fostered strategic partnerships, boosting Azure adoption, and achieving **4.8 CSAT** twice.
- Mentored **25+** in Azure Cloud, spurring internal mobility and higher engagement.

### Project Manager | Fidelity Investments

Jan 2019 - Dec 2021

- Managed a global team of **11 Engineers** located in India and the US.
- Maintained a batch of **15K ETL jobs** adhering to SLA and optimized batch runtime by **10%**
- Saved **160 man-hours/day** while catering to **160K unique** users by a self-service data pipeline
- Enabled streamlined data replication and masking processes across platforms and environments.
- Conducted comprehensive training sessions periodically for a team of **40 engineers** on Azure services.
- Achieved over **100%** compliances for **24K** clients by using automated data masking and refresh processes for non-production environments.

### Lead Software Engineer | Fidelity Investments

Jan 2016 - Dec 2018

- Provided data solutions to 24K clients, and 32.2 million participants with comprehensive data insights
- Successfully saved **16 man-hours/day** by building a self-service platform.
- Reduced **TAT by 99%**, catering **500 unique** reports to **3000 users** across the company.
- Migrated **16K mainframe** jobs to modern infrastructure by designing end-to-end strategies
- Conducted comprehensive training sessions, for a **team of 30** on Control-M and SAS/SQL

### Senior Software Engineer | Fidelity Investments

July 2012- Dec 2015

- Automated the **500-reoccurring** report by Control-M as an orchestrator and built a Customer UI.
- Leveraged PROC SUMMARY and PROC MEANS in SAS for advanced data analysis
- Conducted comprehensive training sessions, for a **team of 30** on SAS Programming

### Software Engineer | Fidelity Investments

Aug 2010 - June 2012

- Established a **6-member team** of SAS programmers to provide Data-Driven solutions.
- Updated the Base SAS code to Advance SAS using SAS macros.
- Made major use of SAS stored procedures, SAS/ODS, and HTML to deliver data-driven solutions.

- Utilized Advanced SAS extensively to architect & deliver data-driven solutions.
- Led fund Go-Live processes, achieving exceptional efficiency, and ensuring overall success.
- Provided on-call support for Mainframe production Batch (COBOL and SAS).

## **PERSONAL AND ACADEMIC PROJECTS**

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- Developed a chatbot using Azure to simulate natural language conversations.
- Performed Data Descriptive and predictive Analysis, Feature Engineering, and variable imputation.
- Developed machine learning models and employed performance metrics for validation.
- Leveraged Azure ML Studio for the construction and deployment of machine learning solutions
- Leveraged Power BI and Tableau for Data wrangling and dashboard building.

## **SKILLS**

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- **Azure Cloud:** ADF, Azure ML Studio, ADLS Gen2, Synapse, Databricks
- **Programming:** SAS & Python programming, Spark Programming, SQL, SnowSQL
- **Database:** DB2, Oracle, Snowflake
- **DevOps:** GitHub, Jenkins CI/CD pipelines
- **AI/ML:** Logistic Regression, SVM, Random Forest, XGBoost, Decision Trees
- **Automations:** Control-M, Rundeck, AWX, Ansible, Airflow, Azure CLI
- **Observability:** Splunk, Datadog
- **Visualization:** Power BI, Tableau, Seaborn, Plotly, Matplotlib, Bokeh
- **Mainframe:** COBOL, SAS, JCL, VSAM
- **Project Management:** ServiceNow, JIRA, SDLC, and Agile (Scrum) methodologies

## **EDUCATION**

- Master of Data Science from Deakin University, Australia in 2024
- PG Program in Artificial Intelligence and Machine Learning from The University of Texas in 2021
- Post Graduate Program in Blockchain Technology from Amity University in 2019
- B.Tech. (Electronics and Communication) from UP Technical University in 2006

## **CERTIFICATIONS**

- DP-203: Azure Data Engineer
- Databricks Lakehouse Fundamentals
- AI-102: Designing and implementing a Microsoft Azure AI Solution
- AZ-305: Azure Solution Architect
- AZ-104: Microsoft Azure Administrator
- SAS (Base and Advance) Programming
- DB2-700- DB2 UDB v8.1 Family Fundamentals
- Certified ScrumMaster
- FLMI and ASRI Designation from LOMA USA ([www.loma.org](http://www.loma.org)) in the Insurance and retirement industry

## **PERSONAL DETAILS**

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- Languages Known: Hindi and English
- Interests: Personal Finance, Value Investing, Meeting new people