JIGAR SHAH

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SUMMARY
- 10+ years of experience in leading, executing and delivering highly scalable products from ground-up.
- Cloud: Hands-on experience building SaaS, PaaS, Microservices, Containerization, Virtualization and Distributed Systems.
- Big Data: Leading teams to build Big Data Analytics, Machine Learning, ETL pipelines & Data Visualization solution.
- Customer Adoption: Lead products widely adopted by Tier-1 customers growing to 100M+ in revenue.
- Strong advocate of User Experience, Innovation, Software Quality, Software Performance, Agile Development, and CI/CD.

TECHNICAL EXPERTISE
- *Languages*: Python, C++, Node.js
- *Platform*: RHEL, Ubuntu.
- *Cloud/Containerization*: AWS, Docker, Kubernetes.
- *Data Services/Framework*: Cassandra, Zookeeper, Kafka, Elastic Search, HDFS, Hive, Impala, MySQL.
- *AWS*: DynamoDB, S3, EMR, RDS, Lambda, Elasticsearch, Elastic Beanstalk, CloudFront, EC2, VPC, Cloud Watch.

EXPERIENCE
HGST, a Western Digital Brand   Mar 2015 – Present

Sr. Manager, Software Development – Cloud Services & Big Data
- Leading the software development of big data analytics, machine-learning solutions. Offered as a cloud service for a wide deployment of distributed systems across customer data centers.
- Hands-on contribution to build the ETL data pipeline processing 100s of terabytes of data daily. Built as containerized microservices from ground up.
- Built cross-functional software development teams from a handful of engineers. Inclusive of UX, UI, Backend, Data Engineers and Data Scientists.
- Enforced adoption of agile methodologies, test automation and CI/CD process in the group. This allows continuous delivery of high quality software daily.
- Responsible for an on-going collaboration with customers, system architects, leads, PMs and SMEs for constant innovation, vision and building roadmap for the product.
- *Technology Stack: Python, Node.js, Angular.js, R, Cassandra, Kafka, Elastic Search, Zookeeper, MySQL, HDFS, Impala, Hive, AWS, Docker, Nginx, Express, and Jenkins.*

Cisco Systems, Inc.   Jun 2007 – Mar 2015
Technical Leader & Sr. Software Engineer – Cloud Services & Media Origination (Feb 2013 – Mar 2015)
Media Origination System (MOS) provides end-to-end ecosystem to address all of the major media service use cases such as Live TV, Video On Demand and Cloud DVR as a fully automated cloud based service.

- Involved in architecting Service Oriented Architecture, migrating legacy on-premise video delivery solutions into cloud based micro-services. Widely adopted by new and existing tier-1 service provider customers as their video delivery ecosystem.
- Developed the control path for provisioning and auto-scaling (elasticity) of compute and storage resources for different micro-services running in a distributed cloud deployment.
- Pioneered design and implementation of cloud-services monitoring, data replication and event notification for achieving high data durability and availability at scale.
- Lead the team as a scrum master to remove impediments and collaborate with multiple teams, always achieving sprint and release deliverables on time with high quality.
- *Technology Stack: C++, Python, Node.js, Zookeeper, Cassandra, Nginx, Express, and Jenkins.*

Sr. Software Engineer – Content Optimization Engine (Nov 2011- Jan 2013)
Content Optimization Engine (OE) is an edge caching transparent proxy solution that optimizes the delivery of managed and unmanaged mobile media content over service provider IP networks.

- o Designed and developed a patent-pending media uniqueness algorithm. This increased the cache hit of popular OTT (over the top) media content served over Internet.
- o Responsible for constantly improving the I/O performance & scaling of the solution optimized for various workload scenarios.
- o Worked with product marketing to provide demos, custom builds and technical assistance onsite for beta-customers and partners.
- o *Technology Stack: C++, Memcached, MySQL, and Jenkins.*

Sr. Software Engineer & Software Engineer - 4G LTE Gateway & Content Optimization Engine (Jun 2007 – Nov 2011)

- o Designed and developed algorithms for centralized, localized caching and fast lookup for edge caching solution.
- o Developed Finite State Machine, message handlers and IPC for various components in the OE architecture.
- o Designed and developed Policy manager to dynamically construct policies for optimization.
- o Developed an event driven module in C for the advanced services team. This module was designed to automatically create support requests and/or create recommended action for handling reactive mode situations. Situations like critical hardware error events, exceeding CPU, memory utilization thresholds, or any critical component monitoring will be diagnosed as it happens.
- o *Technology Stack: C, C++, Memcached, MySQL, and Jenkins.*

PATENTS
- o Generating Media Signature For Content Delivery: 14058813 Pending
- o Dynamic Adaptive Bitrate Video Transcoding & Manifest file modification: 14156124 Pending

EDUCATION
• **Master of Science in Electrical Engineering (Computer Networking)**   May-2007
  University of Southern California, Los Angeles.   **GPA: 3. 52**

• **Bachelor of Engineering in Electronics & Telecommunication**   June-2005
  Thakur College of Engineering & Technology, Mumbai University.   **First Class with Distinction**