

JIGAR SHAH

38024 Luma Terrace, Newark, CA 94560

<https://www.linkedin.com/in/jigarshah9>

jigarshah9@gmail.com

Phone 213 400-2749

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:* AWS, Openstack (beginner)
- *Data Services/Framework:* Zookeeper, Kafka, Docker, Elastic Search, HDFS, Hive, Impala, MySQL, Nginx, Express, Jenkins CI.

EXPERIENCE

HGST, a Western Digital Brand

Mar 2015 – Present

Sr. Technical Manager, Software Engineering – Cloud Services & Big Data

- Leading the big data analytics, machine-learning solutions 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 everyday. 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:* AWS, Docker, Python, Node.js, Angular.js, R, Nginx, Express, Kafka, Elastic Search, MySQL, HDFS, Impala, Hive 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.

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.

- 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.
- Responsible for constantly improving the I/O performance & scaling of the solution optimized for various workload scenarios.
- Worked with product marketing to provide demos, custom builds and technical assistance onsite for beta-customers and partners.

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

- Designed and developed algorithms for centralized, localized caching and fast lookup for edge caching solution.
- Developed Finite State Machine, message handlers and IPC for various components in the OE architecture.
- Designed and developed Policy manager to dynamically construct policies for optimization.
- 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.

PATENTS

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

EDUCATION

• Master of Science in Electrical Engineering (Computer Networking)

May-2007

GPA: 3.52

University of Southern California, Los Angeles.

• Bachelor of Engineering in Electronics & Telecommunication

June-2005

First Class with Distinction

Thakur College of Engineering & Technology, Mumbai University.