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ENTERPRISE DEVSECOPS & ENGINEERING TRANSFORMATION LEADER | SECURE RELEASE GOVERNANCE | 24 YEARS OF CROSS-INDUSTRY TECHNOLOGY LEADERSHIP

24 Years Track Record Summary

Engineering and DevSecOps Manager with 24 years of experience driving enterprise software delivery, secure engineering transformation, and cross-organizational operational governance across storage platforms, engineering lifecycle management systems, and CRM product suites.

Currently leading DevOps and Security strategy for IBM Storage Protect while bringing prior leadership experience managing global L3 development and escalation teams for IBM Storage Protect and Engineering Lifecycle Management (DOORS Next and ETM). Demonstrated track record of transforming operationally reactive environments into structured, metrics-driven, and automation-first engineering ecosystems.

Enterprise Scope & Strategic Influence

Portfolio-Level Ownership

- Lead DevSecOps governance impacting enterprise storage products serving mission-critical customer workloads.
- Own release engineering controls, vulnerability remediation posture, and compliance alignment.
- Drive cross-functional coordination across Development, QA, Support, Security, and Product Management.

Escalation & Risk Governance

- Act as executive escalation authority for high-severity product incidents.
- Institutionalized RCA frameworks reducing systemic defect recurrence.
- Established structured SLA and compliance dashboards for leadership visibility.

Secure Engineering Transformation

- Integrated SAST, DAST, and open-source security controls into CI/CD pipelines.
- Strengthened audit readiness and security bulletin governance processes.

Operational Excellence & Business Value

Across CRM, Healthcare, Financial Systems, Engineering Lifecycle Management, and Enterprise Storage domains:

- Improved release predictability through CI/CD standardization.
- Reduced vulnerability exposure through structured remediation governance.
- Increased customer satisfaction via L3 escalation stabilization.
- Optimized FTE utilization and operational cost efficiency.
- Elevated DevOps from support function to strategic delivery enabler.
- Shifted engineering culture toward "secure-by-design" principles.

IBM (ISDL- Storage Protect, (July 2023 – Till Date): As a DevSecOps leader for Storage Protect Core DevSecOps team, Senior Dev Manager for Storage Protect Client Development Team and L3 Mission Leader for the overall Storage Protect portfolio.

Role Summary

Enterprise Engineering Leader driving DevSecOps transformation, client engineering execution, and portfolio-level L3 mission governance for IBM Storage Protect. Accountable for secure release delivery, vulnerability management, escalation stabilization, and cross-functional alignment across Development, QA, Security, and Support organizations.

Key Roles & Responsibilities

DevSecOps Leader – Storage Protect

Strategic DevSecOps Governance

- Define and execute DevSecOps roadmap for Storage Protect Core platform.
- Embed SAST, DAST, open-source security scanning, and compliance gates within CI/CD pipelines.
- Ensure adherence to IBM Secure Engineering Lifecycle standards.
- Drive "secure-by-design" engineering culture across teams.

CI/CD & Release Engineering Leadership

- Architect and modernize enterprise CI/CD pipelines supporting global product releases.
- Standardize build, artifact promotion, and deployment governance frameworks.
- Improve release predictability, build stability, and automation coverage.
- Establish compliance dashboards and executive-level security reporting.

Risk & Vulnerability Management

- Lead CVE triage, remediation tracking, and security bulletin coordination.
- Govern remediation SLAs for high/critical vulnerabilities.
- Conduct threat modelling and proactive risk mitigation initiatives.

Senior Development Manager – Storage Protect Client Team

Engineering Delivery Ownership

- Lead client development team responsible for feature enhancements, defect resolution, and platform stability.
- Oversee sprint planning, story sizing, backlog prioritization, and release readiness.
- Ensure alignment between product roadmap and engineering execution.

Talent & Organizational Leadership

- Hire, mentor, and develop engineering managers, senior engineers, and SMEs.
- Conduct skill-gap assessments and succession planning.
- Foster a high-performance, accountability-driven engineering culture.

Quality & Performance Governance

- Drive root cause analysis (RCA) for recurring defects.
- Improve test coverage, FVT governance, and quality gates.
- Ensure cross-platform client compatibility and performance optimization.

L3 Mission Leader – Storage Protect Portfolio

Portfolio-Level Escalation Governance

- Act as executive escalation authority for Sev1/Sev2 production incidents.
- Lead cross-functional war rooms during critical customer-impacting issues.
- Ensure SLA adherence and timely resolution across global teams.

Operational Stabilization & Continuous Improvement

- Institutionalize structured RCA frameworks and systemic corrective actions.
- Identify recurring defect patterns and drive preventive engineering improvements.
- Align L2-L3-Development interlock mechanisms for faster triaging.

Executive & Stakeholder Engagement

- Present portfolio health metrics, escalation trends, and risk posture to senior leadership.
- Coordinate with Product Management, Support, and Security organizations.
- Maintain customer trust through proactive mission governance.

Business Impact Delivered

- Strengthened enterprise security posture of Storage Protect portfolio.
- Improved release predictability and automation maturity.
- Reduced vulnerability exposure through structured DevSecOps integration.
- Stabilized high-severity escalation handling across global teams.
- Elevated DevOps and L3 governance from operational function to strategic enabler.

Scope of Influence

- Multi-team leadership across Dev, QA, Support, and Security.
- Portfolio-level risk ownership impacting mission-critical enterprise customers.
- Executive-facing reporting and compliance governance.
- Global cross-regional team coordination.

IBM (ISL- Engineering Life Cycle Management, (Sep 2021-June 2023): L3 Development Manager – IBM Engineering Lifecycle Management (DNG & ETM)

- ➢ Owned end-to-end L3 Development and Escalation Management for DOORS Next (DNG) and Engineering Test Management (ETM), ensuring timely resolution of high-severity customer escalations and sustained product stability.
- ➢ Led portfolio-level L3 skill case governance, including Salesforce case triage, APAR and defect lifecycle management (Jazz.net, ROCR, eCurep), MVP story execution, sprint planning, QA/FVT oversight, and structured L2–L3 interlock mechanisms.
- ➢ Directed cross-functional, cross-domain, and cross-regional teams, including contractor workforce management, ensuring SLA adherence and high customer satisfaction.
- ➢ Partnered closely with L2 leadership and AVP stakeholders for upgrade readiness reviews, risk assessments, and mission-critical escalation management.
- ➢ Presented Monthly Operational Reviews (MOR) and portfolio health metrics to organizational leadership, providing data-driven insights, What-If analysis, and mitigation strategies.
- ➢ Designed and executed a structured marshalling and ramp-up plan for the newly formed DNG team, accelerating team maturity and reducing dependency on external contractors.
- ➢ Led hiring and organizational build-out, including first-line managers, technical leads, engineers, and contractors, strengthening long-term capability and succession readiness.
- ➢ Conducted structured skill-gap analysis, release planning, risk mitigation planning, and on-call governance (PagerDuty) to ensure operational resilience.

Pega Systems, Bangalore (July 2012-Feb-2021): As a Software Engineering Manager, led the Product Sustaining Engineering organization delivering timely resolution of high-priority customer escalations while consistently meeting SLA commitments and improving customer satisfaction metrics. Drove Customer Improvement Plans (CIPs) that reduced recurring defect patterns and enhanced product reliability. Partnered with Product Engineering and Cloud Operations to remove technical bottlenecks that directly supported revenue growth and customer retention. Strengthened cloud-based infrastructure support models to improve scalability and operational stability. Implemented data-driven dashboards to monitor resolution trends, backlog health, and value-chain efficiency—transforming sustaining engineering from a reactive support function into a proactive, performance-driven organization across multiple business domains.

- ➢ Applied Lean methodologies to improve operational efficiency, increasing team productivity and delivering measurable value-adds to enterprise customers.
- ➢ Drove organizational optimization through team consolidation and service-line segregation, improving resource utilization and delivery predictability.
- ➢ Contributed to Statement of Work (SOW) preparation and resource planning, aligning staffing models with customer commitments and business objectives.
- ➢ Led Application Support & Maintenance, Product Engineering, and Application Operations functions across multiple technology domains.
- ➢ Built and mentored high-performance, cross-functional delivery teams spanning diverse technologies and global locations.

- Strengthened stakeholder relationship management with internal leadership and external customer-facing teams, improving communication and escalation handling.
- Designed and implemented dynamic performance dashboards to provide real-time visibility into SLA adherence, backlog trends, and resolution metrics.
- Directed triage of customer escalations, ensuring timely resolution through hotfixes, patches, or workarounds while maintaining strict SLA compliance and minimizing turnaround time.
- Served as SME for .NET-based Silverlight and ActiveX components within enterprise plugins, owning secure digital signing (Symantec) and compliance governance.
- Contributed to cloud enablement initiatives, including AWS S3-based plugin maintenance, OpenShift environments, DevOps practices, and SAFe framework adoption.
- Designed and maintained VBA macro solutions for enterprise Office plugins and supported accessibility compliance using JAWS with PRPC frameworks.

Ness Technologies, Bangalore (Aug 2007-June 2012): As a Technical Lead, led both Development and Application Support & Maintenance functions, ensuring seamless alignment between new feature delivery and post-release stability. Managed end-to-end defect lifecycle including triage, root cause analysis, code fixes, patch releases, and production support across multiple product versions. Contributed to feature enhancements, performance optimization, and architectural improvements while simultaneously stabilizing customer-facing environments. Drove a structured Continual Improvement Plan focused on process optimization, FTE efficiency, SLA/KPI adherence, and service quality enhancement. Established and led a test automation initiative, designing regression frameworks that improved coverage, reduced manual testing cycles, and strengthened release reliability. Collaborated closely with Development, QA, and Operations teams to streamline build, deployment, and defect management workflows— bridging the gap between engineering innovation and operational excellence.

Technical Lead – Product Engineering & Sustaining (Chordiant Marketing Director – CMD)
- Led Service Management and Application Support functions, owning SLA/KPI governance, incident resolution, and long-term product stability across multiple CMD releases.
- Drove a structured Continual Improvement Plan that optimized FTE utilization, improved delivery efficiency, and increased customer satisfaction through planned transformation initiatives.
- Rapidly progressed through roles of increasing responsibility and was appointed Technical Lead, bridging Development and Sustaining Engineering for the CMD product.
- Architected and migrated legacy InstallShield deployment frameworks from VB.NET MSI-based setup to a modernized build and packaging model for Office Add-ins.
- Led full redevelopment of the CDM 6.7 Excel Office Add-in using VSTO with 64-bit Office compatibility, managing a distributed 5-member Scrum team across locations.
- Managed a 6-member Sustaining Engineering team supporting multiple CMD versions (6.2.x through 6.7), delivering feature enhancements including Dashboard modules, Campaign Validation, Segmentation improvements, Score Model enhancements, and Admin Console development using C#, VB.NET, ASP.NET, and Oracle.
- Led development of a multilingual resource conversion framework supporting Turkish, Chinese, and Polish character sets, and upgraded Infragistics UI controls enterprise-wide to improve maintainability and performance.

- ➢ Owned deployment engineering, build script modernization, and release packaging for multiple product versions.
- ➢ Strengthened application security by enhancing authentication mechanisms with secure encoding/decoding implementations.
- ➢ Established and led a 6-member automation team to design and implement critical TVL-0 and TVL-1 regression test suites using QTP and QC, applying Scrum methodologies to improve release quality and reduce defect leakage.

Sobha Renaissance, Bangalore (Nov2004-Aug2007): Led multiple modules within a healthcare application platform, overseeing both development and maintenance to ensure reliable, compliant, and high-quality releases. Improved operational efficiency by reducing product blockers through structured defect analysis, migration planning, and process optimization. Strengthened cross-functional collaboration and implemented test automation practices to enhance release stability, maintainability, and customer satisfaction.

VSM Software Pvt Ltd, Bangalore (May 2004-Oct 2004): As a Software Engineer working on CRM domain project developer.

RAM Informatics, Chennai (Jun2002-Apr2004): As a Software Engineer/ Project Trainee worked on CRM, Financial domain projects.

Core Career Themes

- Transitioned from hands-on developer to enterprise engineering leader.
- Strong foundation in CRM, Healthcare, Finance, Storage, and Lifecycle Management domains.
- Proven L3 escalation governance expertise.
- Built and scaled DevOps automation frameworks.
- Elevated product security maturity via DevSecOps.
- Strengthened cross-functional and executive communication capabilities.
- Demonstrated consistent ownership of mission-critical systems.

Education, Training & Certifications

MASTER OF COMPUTER APPLICATIONS, Madurai Kamaraj University (India) (1999-2002)

BACHELOR OF SCIENCE, PHYSICS WITH ELECTRONICS AND INSTRUMENTATION TECHNOLOGY, Madurai Kamaraj University (India) (1996-1999)

Professional Development and Training Highlights

- ▶ **My LinkedIn Profile:**

  https://www.linkedin.com/in/leo-iruthayaraj-2388a233

Areas of Technical Expertise

Data Analytics

- DevOps metrics analysis (pipeline efficiency, MTTR, SLA trends)
- Security vulnerability analytics
- Release predictability analytics
- Operational risk dashboards
- Executive performance reporting

AI & Advanced Analytics Skills

- Predictive modeling & anomaly detection
- Machine learning for risk & trend forecasting
- NLP for log and incident analytics
- AI-driven dashboard automation
- LLM-assisted reporting & decision intelligence

Project Management/Program Management (***JIRA, Pega Agile Studio, Mesh, Rally, PMF***),

CRM Tool (***Microsoft Dynamics-365***),

SDLC (***Agile Scrum, Scrum of Scrum, Kanban, Scrumban and Waterfall methods***),

Business Domains (***CRM, Healthcare, Financial***),

Office (***Microsoft Word, Excel and PowerPoint***)

Cloud Computing (***AWS, Kubernetes, Azure***),

Programming Languages (***VB.NET, C#, Java, C++, Visual Basic 6.0***),

Pega BPM (***PRPC 6, Pega 7 and Pega Infinity versions***),

RDBMS Database design (***SQL, PL/SQL, Stored Procedures***),

Web Programming (***ASP.NET, Silverlight***),

Scripting Languages (***VB Script, Shell Script, Window Script, HTML, JavaScript, NODE.JS, REACT, XML***),

Office Development (***VBA Macro Code Design and signing, Templates Design and PowerPoint Animator***),

Test Driven Development, Automation Testing Tools (***Selenium, QC, QTP (Descriptive Programming), SOAPUI***)

Build & Deployment (***DevOps (Jenkins), ANT scripts, Install Shield, MSI, CAB Build and signing***),

Storage / Version Controls (***GIT, Microsoft SharePoint, Apache Subversion (SVN), Microsoft VSS***),

Operating System (***Windows, Linux, MS-DOS***),

Web Servers (***IIS, Tomcat***),

IDE Tools (***VS.NET, Visual Studio Tools for Office Add-in (VSTO)***), SOAP/HTTP

Debugging Tools (***Fiddler, Wireshark***), Reporting Tools (***Crystal Report, Dynamic Cube***),

Modeling Tools (***Microsoft Visio***),

Third Party Tools for Dot Net (***Infragistics, Component One, Dynamic Cube, DevExpress, IKVM Tool***)

PROJECTS SUMMARY

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