



Gurpreet Singh

Product Focused Engineer/ DevOps /SRE

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PROFILE:

Versatile Staff DevOps manager, with 9+ years of extensive experience in solutions design, deployment, and migration of business-critical applications, Software development experience with DevOps Engineer process, including code configuration, Automating build process and deployments of artifacts. As part of the assignments, am involved in all the phases of SDLC, using both Waterfall and Agile methodology (SCRUM), like Requirement Analysis, Design, Development, Testing, Build, Deployment and Continuous Integration. As a DevOps infra team lead am responsible for high availability of all the DevOps applications like Jenkins, GitHub, Nexus and SonarQube.

TECHNICAL SKILL:

Programming	C#, Python
Patterns & Principles	OOAD, SOLID, Microservice Architecture Drivers, Dockerization & Containerization Architectures
Databases	MySQL, Mongo, Cassandra, Influx DB
System Design/ DevOps	Power BI, ELK, NLog, RabbitMQ, Grafana, Prometheus, Kafka, Bitbucket/Gitlab/GitHub, Git, Pipeline as Code, Infrastructure as code, Jenkins, Docker, Kubernetes, Ansible, Spinnaker, GCP/ AWS, Linux, Terraform, Agile Development, Rest Api, VPC, EC2, S3, CloudFront, CI-CD, LoadBalancer, ECS/EKS, GKE, Nginx, SonarQube, Nexus repository
Architectural Study	Architecture Design, Design Research
Learning Pipeline	Cyber-Security and RUST

EXPERIENCE SUMMARY

- Provide guidance to development teams in implementing the CICD architecture and help them migrating from legacy systems. Build, Test and Deploy various java applications in AWS cloud environment. Automate the build and deploy process using tools/frameworks like Jenkins. Develop automation POCs for accelerating the DevOps transformation.
- Responsible for the planning, acquisition, deployment, integration, and promotion of a DevOps toolsets.
- Collaborate with various development teams to analyze existing development processes and promote development tools and frameworks to complement and transform to appropriate Agile methodologies
- Integrated Test-Driven Development standards and promote test automation frameworks and toolset enterprise. Expand processes to include mobile and desktop test automation.
- Oversee integration of Agile PM tool (Jira) with a multitude of DevOps CI / CD tools. Implement data integration points to ensure development events are tracked by PM tool in real-time.
- Participate / oversee Proof-of-Concept initiatives required to validate need and feasibility of development processes and tools.
- Involved in Requirement analysis and is responsible for writing up of design documents for different processes.
- Experience working with SonarQube for continuous inspection of code quality. Setting of Quality gates and Quality profiles.
- Good Experience in using version management tools like GIT, TFS
- Build, Configure, Manage and Coordinate all Build and Release Management activities.
- Extensive experience using Maven and Gradle as build tools for the building of deployable artifacts (jar, war & ear) from source code.
- Having good experience working in Agile methodology. Worked in sprints, participated in daily stand ups and retrospectives.
- Experience in deploying and hosting services in AWS cloud environment with high availability.

- Experience in setting up Continuous Integration and Continuous delivery pipelines in Jenkins using declarative pipelines in groovy.
- Having 3+ years of PM experience. As part of this role involved in discussions with different stake holders like Product Owners, Domain/Enterprise Architects, Test Engineers, Development teams in an Agile development mode.

PROFESSIONAL EXPERIENCE:

Vertisystem Global Pvt. Ltd (December'18 - Present)

Staff Software Engineer



- Led Agile team of 6 developers, 2 Sysadmins to continuous deployment of SaaS real estate/Medical/Manufacturing solution with 1 million+ users.
- With DevOps Framework, onboarded ~9 projects and trained ~12 teams to follow Enterprise DevOps philosophy, with custom implementation when needed.
- Served as DevOps architect & Senior Configuration Manager and led the modernization effort for the company's and client projects management workflows, tools, and operation.
- Coded DevOps solution to automate build and deployment operations **saving company over 750K per year in tangible savings.**
- Creator/Maintainer of all in-house + open-source Docker images used for testing, qa and production.
- Leading the Team of Engineers for Various projects across company.
- **Created DevOps Line of Business for company from scratch.**
- **Designed CI/CD pipelines** for various Projects on AWS/GCP using Infrastructure as Code.
- **Created Prod/Test/Development Environments using CI/CD on Kubernetes.**
- Designed technical solutions and architectures, presales, Agile methodology and implementing modern engineering practices leveraging Cloud Platforms, Microservices, Containerization architectures, CICD & DevOps.
- Prepared documents for Sales Pitch involving end-to-end solution responses for **RFP's/ RFI's** to deliver solutions
- Mentored interns and fellow Developers.
- Managing multiple parallel Projects/Releases; high degree of flexibility and adaptability.
- Worked closely with different groups like product, business analyst, quality assurance, and project management resources throughout delivery of solutions.
- Defined the technical roadmap and managing the end-to-end delivery in capacity of a Solution Architect & Program Manager for the project.
- Successfully Implemented the solution to overcome the Licenses issues faced by a client, **which saved ~90K per Year.**
- Did Team Augmentation for onsite and offsite.
- Participated in architectural sessions and provide solutions to complex problems.
- Created, reviewed, and approved business, functional and technical design specifications for transaction processing applications.

MakeMyTrip (August'16 – November'18)

Staff Software Engineer



Worked as Tech Lead of eight members team in System Architecture and Backend Engineering. We were responsible for working closely with Project Management Team of customer to adopt cloud native services. Part of our job required designing/redesign/implementing new or existing solutions in on premises and off premises infrastructure. Worked closely with cross-functional teams to understand and address customer needs and react quickly to support and operations issues was one of our primary responsibilities.

- Developed DevOps framework and implemented standards, processes, and controls for release and deployment activities.
- Responsible for maintaining the DevOps tools stack highly available, which include 11 Jenkins masters, GitHub, Nexus and SonarQube.
- Helping Discover development teams in migrating from legacy application stack to DevOps stack.
- Designing and implementing efficient solutions for Call Center team
- Deploying/ Managing/Monitoring/ overall cloud environment on AWS (EC2, ELB, S3, VPC, CloudFormation, Jenkins Pipeline, RDS).

- Creating KB articles and mentoring team members to work on new technologies.
- Validating and implementing Continuous Integration tools for deployment
- Containerizing traditional workloads hosted on VM infrastructure.
- Define and structure automated deployments using build & release pipeline.
- Prototype new features and research applicable technologies.
- Created integrations between Oracle Service Cloud system and other applications.

Speridian Technologies Pvt. Ltd (November'14 – August'16)

System Software Engineer



Worked as Member of Technical Staff II in a System Development team for an Oracle CRM, Oracle Service Cloud. We were responsible for Development of software required for backend scheduler and bring infrastructure as required in the project. Apart from designing/implementing new solutions in off premises infrastructure, we are responsible for working with Project Stakeholders for delivering Solutions to Different teams using this Tool.

- Designed and developed Rest APIs for managing more than 40 categories of customer query tickets in Oracle Service Cloud. Contact Us APIs automated customer ticket flow to respective departments and drastically reduced number of calls in Myntra call center.
- Improved the Change Management Cycle which resulted in reduction in projects crossing deadlines.
- Improved the stability of the system by 90%.
- Upgraded the Oracle Service cloud.
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
- Improved the workflow of the call standards by which the TAT increased from 30% to ~70%.
- Recommended architectural improvements, design solutions, and integration solutions.
- Architect-ed, designed and developed several new Interfaces required for the support.
- Developed business critical interfaces.
- Monitored and gather metrics to validate and improve quality of support daily, i.e., average hold time, call duration, time to closure, first call resolution, customer satisfaction, etc.
- Identification of opportunities to increase the value-added services to client by doing surveys, interviews and brainstorming sessions.

QCS (May'14 - November'14)

Software Engineer



Worked as a mentor to the team of 10 engineers.

- Oracle Service Cloud Capability Building and Training Resources.
- Created POC's and product Presentation for Pre-sales.
- Designed strategic plan for component development practices to support future projects.

TCS (November'11 – May'14)

Business Process Associate



Worked as a Developer for Oracle Service Cloud for Fiat-Chrysler.

- Customization, portal design and upgrades in Oracle Service Cloud (Oracle Service Cloud CX).
- Development of Chat and email features for the help desk operations using OSC that reduced the turnaround time and has helped reducing calls abandoned.
- Designed and deployed customer portal pages and widgets using PHP and JavaScript.
- Integrated of Oracle Service Cloud CRM with different systems.
- Development of Customized Reports, Critical reports and dashboards.

- Working with 3 primarily responsible for supporting the OSC solution, Knowledgebase management and process documentations Management of Help Desk Operations for US, Canada, Mexico and International markets.
- Designing and creation of Guided Assistance to improve agent efficiency and decrease AHT.
- Incident Review and Audit meetings with Business Customers to increase Call Centre efficiency.
- Version Up-gradation.
- Facilitate weekly meetings with team leads covering topics such as forecast variance, upcoming projects, training needs and making staffing recommendations.
- Development of business cases, business plans, and business requirement documents. Documented and designed new operations and procedures manual.

IBM (May'11 - November'11)

Intern



- Learned JavaScript, HTML, CSS Technologies
- Developed the Web Portal for Internal Project for HDFC.

EDUCATION:

BSc. Graduate in Computer Science from Andhra University (2007-2010)

REFERENCES:

- **Gene Bond** - Executive Director at iiSM.ORG - <https://www.linkedin.com/in/gene-bond/>
- **Sandeep Rana** - Technical Specialist at Speridian Technologies-<https://www.linkedin.com/in/sandeep-rana-a7444475/>