Milton Mathan

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PROFESSIONAL SUMMARY

Senior Engineering Leader with 16 years of experience in platform engineering, cloud architecture, and software development across global organizations. A strategic leader with deep expertise in multi-cloud environments (AWS, Azure, GCP), private-cloud deployments, event-driven systems, API ecosystems, and scalable microservices. Proven ability to define and execute technology strategy, lead enterprise-wide transformations, and build high-performing teams across development, operations, and security disciplines.

Skilled in engineering leadership, Agile delivery (Scrum/SAFe), and DevSecOps practices, with a strong track record of aligning cross-functional teams to drive measurable outcomes. Adept at bridging technical execution with business priorities, fostering a culture of ownership, innovation, and continuous evolution across complex environments.

Experienced in architecting AI-integrated platforms, including a Salesforce-based chatbot powered by Model Context Protocol (MCP), enabling conversational access to consumer profile data. Currently leading the development of an integration layer that extends Martech systems into Data Warehouse capabilities, embedding AI tools to support intelligent data interaction across business and engineering teams. Proficient in applying modern developer tools such as GitHub Copilot, Claude Code, Kiro, and Amazon Q to streamline development and enhance engineering productivity.

Dedicated to cultivating a culture of psychological safety, ownership, and collaboration, empowering teams to thrive in environments that support innovation and continuous evolution. Excels at the intersection of engineering, security, and business strategy where technology drives efficiency and accelerates meaningful transformation.

KEY SKILLS & EXPERTISE

- **Leadership**: Cross-functional team leadership | Agile (Scrum/SAFe), Product ownership | Mentoring Senior Engineers
- **Architecture**: Event-driven systems, microservices, API Gateway | MACH | Cloud native
- **Software Engineering**: Java, Python, JavaScript, Node.js, C#/.NET | REST, GraphQL, Kafka
- **Cloud & DevOps**: AWS, Azure, GCP | GitHub Actions, Azure DevOps | Terraform, CloudFormation, ARM | CI/CD Automation | Feature Toggle
- **Containerization**: Docker, Kubernetes, ECS | Serverless Computing (Lambda, Azure Functions)
- **Monitoring & Alerting**: Datadog, Splunk, Sumo Logic, Grafana, Opsgenie
- **Security & Compliance**: IAM, GDPR, WAF| SAST, DAST, SCA (Mend, SonarQube, etc.)
- **Tools**: Jira, Confluence | SAP Commerce, Salesforce, Sitecore, Bloomreach | LeanIX | Akamai, Cloudflare
- **Test Automation**: Cypress, Gatling, Robot Framework, BrowserStack, Postman API Testing
- **AI Tooling & Developer Productivity**: GitHub Copilot, Claude Code, Kiro, Amazon Q | Workflow automation AI-assisted software delivery
- **AI Architecture & Integration**: Model Context Protocol (MCP), Agentic AI frameworks | Conversational interfaces | Data-driven personalization | Cloud-native enablement
- **Databases**: SQL Server, Oracle, DynamoDB, PostgreSQL, InfluxDB

PROFESSIONAL EXPERIENCE

Senior Engineering Manager | Fiskars Group | Aug 2021 – Present

- Led engineering strategy and platform evolution for a global multi-cloud ecommerce ecosystem, owning architecture, integration, tooling, and scalability across B2B/B2C E-commerce domains.
- Managed and mentored a cross-functional team including Engineering Managers, Architects, Front-End (Vue.js/TypeScript), Back-End (Node.js, Java, C#/.NET), Platform (Terraform, Python, PowerShell), QA Automation (Cypress), and DevSecOps.
- Championed composable commerce and headless architectures, integrating AWS API Gateway-backed microservices and GraphQL-powered front-end delivery, enhancing Google Lighthouse scores and optimizing performance.
- Established enterprise-wide observability & alerting using Datadog, Opsgenie, improving system reliability and enabling proactive issue resolution.
- Owned technical strategy and roadmap, ensuring scalability, engineering priorities, and business alignment.
- Led enterprise architecture strategy within the Enterprise Architect Board, defining scalable frameworks, guiding adoption of best practices, and driving alignment between technology and business objectives.
- Collaborated cross-functionally with engineering, security, compliance, operations, and product teams to streamline workflows, improve delivery efficiency, and ensure platform resilience.
- Designed a backend-integrated chatbot leveraging Model Context Protocol (MCP) to enable conversational access to enterprise data; currently leading implementation to enhance decision-making and workflow efficiency for business and engineering teams.
- Architected an integration layer for Martech systems, extending into Data Warehouse capabilities and embedding AI tools; actively building the solution to empower business, engineering, and support teams to interact with data through intelligent interfaces.
- Utilized AI-enhanced developer tools including GitHub Copilot, Claude Code, Kiro, and Amazon Q to accelerate development, automate workflows, and improve software delivery efficiency across platform initiatives
- **Key Accomplishments:**
    - Spearheaded the definition and implementation of an enterprise-level Event-Driven Architecture, improving data flow efficiency by 95% through well-architected microservices, APIs, and serverless solutions.
    - Directed Agile Release Train (ART) with 70+ engineers across five teams, prioritizing feature development, orchestrating backlog management, and aligning engineering objectives with business strategy.
    - Doubled release cadence from monthly to bi-monthly (weekly when needed), enabling immediate rollouts for low-dependency changes.
    - Implemented automated testing frameworks, reducing testing cycles from one week to five hours (97% improvement) through QA automation and DevSecOps security integration (SAST, SCA, DAST).
    - Cut deployment lead time by 75% (8h → 2h) by optimizing CI/CD pipelines, leveraging Blue-Green & canary deployments, and eliminating downtime across high-traffic platforms
    - Optimized infrastructure scalability and cloud spend, cutting environment provisioning time by 70% using Terraform-driven automation and reducing cloud costs by 30% through right-sizing EKS/AKS clusters

- **Key Technologies:** AWS (API Gateway, Lambda, ECS, EKS, SQS/SNS, DynamoDB), Azure (AKS, APIM, Landing Zones), Terraform, Kubernetes, Docker, GitHub Actions, Azure DevOps, Datadog, Opsgenie, Cypress, SAST/SCA/DAST, Feature Flags, CI/CD Pipelines, Node.js, Java, C#/.NET, Python, PowerShell,

GraphQL, REST, Webhooks, Kafka, ELK Stack (Elasticsearch, Logstash, Kibana), Akamai, Cloudflare Agile & SAFe, Github Copilot, Amazon Q, MCP, Agentic AI tools.

Lead DevOps Engineer – Nomentia (Mar 2018 – Jul 2021)

- **Led DevOps Team:** Supervised a senior and junior DevOps engineer, driving team performance and collaboration.
- **SaaS Development:** Managed Nomentia's SaaS services, ensuring high availability, scalability, and performance.
- **Cloud platform and DevOps:** Built and managed SaaS infrastructure on AWS and Azure, optimizing for performance and cost. Designed and implemented CI/CD pipelines in GitHub and Azure DevOps to streamline development.
- **Project Management:** Created project plans and guided daily tasks to meet project requirements and timelines.
- **Technology Expertise:** Advised on optimal technology selection while developing monitoring & alerting capabilities to enhance system reliability and performance.
- **Key Accomplishments:**
  1. **SaaS Architecture**: Spearheaded the initial setup of security and infrastructure for multiple SaaS offerings, overseeing AWS account management.
  2. **Data Migration**: Established a backup environment, migrating terabytes of data from cloud to on-premises storage using AWS Data Sync, RDS, and PowerShell.
  3. **Treasury Application Transformation**: Led the replatforming of a treasury SaaS application in Azure, enhancing performance and scalability.
  4. **Performance Monitoring Tool**: Developed a serverless database performance monitoring tool using AWS Lambda, enabling efficient query execution.

Senior DevOps Engineer – Basware (Oct 2014 – Feb 2018)

- **Cloud Migration**: Led the migration of on-prem products to AWS Cloud as SaaS, ensuring seamless transition and integration.
- **Architecture & Security Design**: Designed scalable SaaS architecture and developed robust infrastructure and network security to ensure reliable service delivery.
- **Operations Handover**: Managed operations handover for SaaS migrations, including training and documentation of processes.
- **Monitoring Implementation**: Implemented monitoring capabilities in AWS for real-time insights and proactive resource management.
- **CI/CD Implementation & Automation**: Collaborated on planning and implementing CI/CD deployment pipelines while automating workflows with AWS Lambda and PowerShell to streamline releases, enhance efficiency, and reduce errors.
- **Key Accomplishments**:
  1. Transformed a license-based cash management application into a scalable SaaS solution using Citrix Workspace, benefiting hundreds of customers.
  2. Converted an asset and wealth management application to SaaS via Microsoft Virtual Desktop, enabling secure client access and boosting revenue.
  3. Developed an analytics tool for legacy applications by integrating Tableau, modernizing reporting and improving decision-making efficiency.

IT Consultant - Microsoft | Mar 2014 – Oct 2014

- **Team Leadership**: Lead a diverse team of 11 specialists, including analytics, systems, and support engineers, to drive project success and collaboration.
- **Application Deployment**: Directed deployment processes for sprint releases, coordinating with development and QA teams for timely rollouts.
- **Integration & Infrastructure Redesign**: Spearheaded integration and infrastructure redesign to optimize system performance and scalability.
- **Planning & Optimization**: Managed disaster recovery planning, vulnerability management, and performance optimization for application databases, overseeing capacity planning and detailed release processes, including integration, UAT, and regression testing.
- **Key Accomplishments**:
    1. Resolved critical data integration issues in the sales channel data between data warehouse and the rebate management system by redesigning the integration architecture to process data in 30 MB chunks, significantly reducing data loss and reconciliation delays by several days.
    2. Revamped Salesforce application integration by implementing a queuing mechanism, improving efficiency and resolving data loss issues.

IT Consultant - Nokia | Dec 2009 – Feb 2014

- Job role includes Responsibilities as Test Manager and System Specialist
- Capture business requirements from the customers and create functional specifications to translate business requirements into system & testing requirements.
- Identify process gaps, recommend business solutions, and develop test scenarios.
- Track, test, and manage project deliverables, ensuring quality and timely completion
- Generate and manage weekly and monthly reports for customer updates.
- Document processes and assist the product team with impact analysis for business cases
- Draft and design test scenarios; support the team in creating test cases and presenting results prior to production release

Education
- Anna University Chennai – Master of Computer Application (2006 – 2009)
- University of Madras – Bachelor of Science (B.S.), Physics (2003 – 2006)

Certifications
- AWS Certified Solutions Architect – Associate (SAA)
- Anthropic – Model Context Protocol - Advanced Topics
- SAFe Agilist Certification
- Certified SAFe Product Owner/Product Manager