Nisarg Mankad

SRE | SOFTWARE OPPS | DEVELOPMENT

CONTACT

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EDUCATION

New Jersey Institute of Technology - *Master's in Computer Science*
August 2015 - May 2017

Gujarat Technological University - Bachelors in Information Technology
August 2011 - Jul 2013

EXPERIENCE

MICROSOFT, REDMOND WA — *SERVICE ENGINEER II*

July 2022 – PRESENT

- Product SME for Shopping, and Hotel ads for Microsoft advertising.

- Build internal tools to import data streams and analyse historical data to find campaign impacting trends.

- Worked on a ,net stack (Azure,C#,ADO,TSQL, CosmosDB).

- Provided technical support for clients using Azure hosted .net applications, to help clients work and spend at scale.

- Enabled copilot agents to help and provide solutions to clients and reduce escalations.

- Improved annual average SLA from 90% to org leading 95%.

- Reduced incidents by 30% YoY by improving products and collaboration across teams to improve customer experience.

- Lead teams across 3 timezones, managed a vendor team of 10 people.

- Working with the core engineering team to address system outage issues and issue mitigation and rollback strategy.

- Represent the team and the platform for monthly business reviews and performance reviews.

BRUIN, NEW YORK NY — *LEAD SOFTWARE SUPPORT ENGINEER*

June 2018 - July 2022

- Lead and coordinate Agile sprints and work with developers and ship high quality code modules for every deployment.

- Designed, deployed and tested high quality code modules and scripts assisting data ETL processes.

- Leading a team of 3 engineers, as the last point of escalation. Responsible for overwatch, throughput and code quality, including preparing and presenting performance matrix.

- Site reliability engineer for the main portal, improving system availability by 10%. Reduce turnaround time to an hour after a critical failure.

TECHNICAL SKILLS

PYTHON   JAVA   C#

SQL   MONGODB   SPLUNK

APPDYNAMICS   JIRA   JENKINS

TEAMCITY   SONARQUBE   DOCKER

TERRAFORM   REDIS   HANGFIRE

AWS   POSTMAN   SWAGGER

LINUX   SHELL   DJANGO

RABBITMQ   OCTOPUS   DOCKER

JUPYTER   PANDAS   PYCHARM

AZURE   .NET   COSMOSDB

SKILLS

EXPERIENCE TO WORK IN HIGH STRESS HIGH IMPACT SITUATIONS.

WORKING WITH MULTIPLE TEAMS TO DEPLOY HOTFIXES, VERIFYING CHANGES AND CLOSING ISSUES.

EXCELLENT TEAM BUILDING AND LEADING EXPERIENCE.

WORK ON MULTIPLE ISSUES AND MEET DEADLINES

ACCOMPLISHMENTS

SETUP OPERATIONS AND STANDARD PROCEDURES FOR 3 COMPONENTS

ADVOCATED PRODUCT IMPROVEMENTS AND DEPLOYED THEM REDUCING OVERALL ISSUE VOLUME BY 30%

ONBOARDED ENTIRE DEV AND PM TEAMS ON 2 DIFFERENT PRODUCTS

CREATED 2 PROOF OF CONCEPT PRODUCTS THAT BECAME MAINSTREAM INTERNAL TOOLS