

# VAIBHAV SINGH



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Faridabad, India 121002

## SKILLS

Kubernetes, Docker

Microsoft Azure, Amazon AWS

Python

MySQL, Mongo

Terraform, Ansible

Linux

Shell scripting

CI/CD

DevOps Pipeline

Prometheus, Grafana

New Relic, Nagios

## CERTIFICATIONS

**CKAD: Certified Kubernetes Application Developer**

**CKA: Certified Kubernetes Administrator**

**AZ 303: Microsoft Azure Architect Technologies**

## PROFESSIONAL SUMMARY

Dedicated ICT professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## WORK HISTORY

June 2018 – Current

Noida, India

### **Kigen Ltd. (An ARM Company) - Staff Onboarding Engineer**

- Designed Multi-Tier architecture for on-prem RSP and OTA Servers on public cloud using AWS/Azure best practices.
- Migrated the infra to cloud using the canary deployment model using istio mesh and tools like Terraform, Ansible and Boto3.
- Used Business analytics tools/utility to create metrics on profile operations and platform usage and fetching per customer metrics.
- Collaborated with profile development team to automate development pipeline using Github actions/Jenkins and reduce execution time by 1 man day.
- Created Templates on observed TLS/SSL issues faced and onboarding documents leading to greater efficiency and project completion timelines reduced by atleast 2-3 man days.
- Delivered Remote Sim Provisioning server to customer locations using Ansible, Terraform within specific timeframes, maintaining highest level of confidentiality and commitment.
- Saved \$2500 by implementing cost-saving initiatives like moving evaluations to public cloud, supporting PoCs on cloud native architecture, using open source monitoring solutions that addressed cost reduction.
- Pitched with Customer trainings and add ons like Pelion Profile management platform leading to significant upsell and revenue generation.
- Drove operational improvements which resulted in savings and improved profit margins.
- Migrated Multi Tier on-prem RSP and OTA Servers to public cloud using Terraform, Ansible

May 2017 - June 2018

Gurgaon, India

### **Ericsson Global Svcs India Pvt Ltd. - Senior Solution Integrator**

- Assessed business needs and problem areas to move focused solutions like Voicemail deployment over Cloud.
- Responsible for migration, handover and knowledge transfer for cloud deployments.
- Worked closely with Business team for techno functional requirements related to product roadmap for complete switchover of application to Cloud.

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## EDUCATION

MBA: Business Analytics **Great Lakes Institute of Management**, Gurgaon, 2018

MBA: Business Analytics **Illinois Institute of Technology**, Chicago, 2018

B.Tech: Electronics And Communication Engg. **YMCA Institute of Engg.**, Faridabad, 2010

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## AWARDS & HONOURS

Awarded ACE Award, Q2 2011 for business excellence in handover of UPC sms nodes in record time.

Member of Organising Committee for GST training at HCM, Jaipur.

Coordinator for visit by Hindi Audit Committee by Member of Parliament for Central Excise Commissionerate, Udaipur at Udaipur at Udai Vilas, Udaipur.

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- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Demonstrated Product prototype for use of Blockchain with our Applications which lead to customer upsell in RNAM region.

June 2016 - November 2016

Udaipur, Rajasthan

### **Central Board of Excise and Customs - Central Excise Inspector**

- Responsible for filling, follow up and dispersal of information related to Legal Cell for Udaipur Excise and Service Tax Commissionerate jurisdiction
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly progress reporting for case withdrawal, new case filed, updates on pending cases.

October 2015 - June 2016

Noida, India

### **Tech Mahindra - Senior Software Engineer**

- Created procedures for system monitoring, recovery, backup and optimization.
- Orchestrated efficient large-scale software deployment of VAS nodes through docker, including testing features and correcting code.
- Built prototype of voicemail using Docker, reducing deployment timespan by 2 hours.

September 2013 - November 2014

Gurgaon, India

### **Hike Messenger - Technical Account Manager**

- Built long-term trusted partner relationships to manage stakeholder expectations and meet revenue growth goals.
- Handled the new partner contracts and brought down cost of messaging by close to 20% by renegotiation and new vendor additions.
- Increased bottom-line by 10% through aggressive pitching for activations through OEMs and faster TTM strategies.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Conducted presentations to large groups at trade shows, reseller events and onsite product trainings.
- Used Google analytics to measure key app metrics and reduce churn by incentivising the customer app usage.

July 2010 - September 2013

Gurgaon, India

### **Ericsson Global Svcs Pvt Ltd. - Senior Solution Integrator**

- Collaborated closely with upper management on product lifecycle management and product roadmaps and cost-benefit and return-on-investment estimations to drive project planning and execution
- Part of team handling global deployments and software development for Telco VAS nodes and created feature list template comparison, customer questionnaire regarding vas node deployment.