

RAJAT GUPTA

Senior Engineering Manager

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EXPERIENCE

Sr. Engineering Manager

Paymenttools - REWE Digital

May 2025 – Present

Berlin, Germany

- Lead and mentor a team of SREs and Security engineers by driving a culture of psychological safety, equity, and inclusion through recruiting, one-on-one coaching, performance reviews, and tailored career development plans
- Implemented SRE best practices—including SLOs, on-call rotations, and incident/change management—across 14 product teams, significantly boosting platform reliability and incident response
- Co-designed the data platform, enabling real-time analytics on over 1.5 billion annual transactions
- Define the strategic vision and long-term roadmap for SRE and Security, delivering a self-service, highly reliable platform that enhances developer experience
- Architect and lead GenAI-driven automation initiatives to streamline workflows, eliminate manual toil, and improve operational efficiency

Engineering Manager

TIDAL - Block Inc.

Jun 2022 – Mar 2025

Berlin, Germany

- Leading a team of 7 SREs, implementing release, in-production, and monitoring strategies, reducing service disruptions by 50% and enhancing platform stability by 30%.
- Spearheaded the adoption of SRE culture through comprehensive training and process optimization, improving system reliability by 80% and reducing MTTR by 50%.
- Facilitated cross-functional collaboration between Engineering and Product teams, improving CI/CD pipelines and automated testing, leading to a 8% increase in uptime and a 70% boost in user satisfaction.
- Leading projects, including designing and implementing Edge Compute infrastructure, CDN, and service discovery, developing IDP, and achieving 12% cost savings and a 90% improvement in system observability.
- Developed and enforced SLAs and SLOs, leveraging continuous monitoring and automated alerting, leading to an 80% increase in platform reliability and enhanced customer trust.

Site Reliability Engineer

PlayStation - Sony Interactive Entertainment

Feb 2020 – May 2022

Berlin, Germany

- Led the Platform Automation Team, developing and implementing comprehensive automation tools that streamlined PSNow infrastructure management, reducing manual tasks by 40%. the platform for PSNow (Game Streaming Service) Teams
- Managed and optimized hybrid infrastructure on AWS and 20+ global data centers, ensuring 99.99% uptime and seamless scalability across the PSNow platform.
- Led the design and deployment of an advanced observability platform for PSNow Game Services, utilizing Prometheus and Grafana, resulting in a 30% reduction in downtime incidents.

ABOUT ME

- Engineering Leader with 10+ years across various industries (Payment, Entertainment, E-Commerce, Energy, Hospitality) and domains, leading cross-functional teams to deliver resilient products at scale
- Proven expertise in defining and executing large-scale projects and initiatives, long-term roadmaps, and driving adoption across multiple departments
- Innovator passionate about leveraging GenAI and automation to streamline workflows, reduce toil, and elevate developer experience on a self-service, reliable platform
- Active participant and speaker in the tech community, contributing to open-source projects.

MOST PROUD OF

Leadership in Incident Management



Spearheaded the implementation of an advanced incident management process at TIDAL, resulting in a 50% reduction in Mean Time to Recovery (MTTR) and Mean Time to Detection (MTTD) across all teams.

Driving On-Time Delivery



Successfully led large-scale, cross-functional projects at TIDAL and PlayStation, ensuring the timely release of critical features, which contributed to a 70% increase in user satisfaction.

PSNow Operational Efficiency



Orchestrated automation initiatives that reduced operational tasks by 40% for all PSNow SRE teams, significantly improving service efficiency and team productivity.

TECH SKILLS

Python

Java

Go

MySQL

MongoDB

Postgres

Ansible

Docker

Kubernetes

Helm

Vault

Packer

Prometheus

AlertManager

DataDog

ELK

EFK

Grafana

Terraform

Tempo

Loki

Mimir

- Reduced PSNow operational tasks by 40% by implementing an automation platform with custom APIs, streamlining workflows and increasing team productivity by 20%.

Senior DevOps Engineer

Private Sale GmbH - eBay

⌚ Aug 2019 – Jan 2020

📍 Berlin, Germany

- Led the successful migration of critical services from on-premises data centers to GCP, reducing infrastructure costs by 15%.
- Designed and implemented CI/CD deployment pipelines for hybrid infrastructure, reducing deployment times by 50% and ensuring consistent and error-free releases.
- Optimized cloud infrastructure, reducing latency by 20% through efficient load balancing and caching strategies, enhancing user experience across platforms.

Senior DevOps Engineer

Entelios - Agder Energi

⌚ Dec 2017 – July 2019

📍 Berlin, Germany

- Managed concurrent and distributed systems for Energy Trading
- Implemented infrastructure to operate 200+ hydropower plants remotely
- Migrated and optimized services to have 100% availability across data centers

DevOps Engineer

SuitePad GmbH

⌚ Feb 2017 – Nov 2017

📍 Berlin, Germany

- Designed and Implemented software architecture for microservices and process/data flow
- Managing and monitoring AWS with 99.99% uptime
- Made micro services auto-scalable and secure with no manual work

Application Developer

ThoughtWorks

⌚ July 2015 – Jan 2017

📍 Bengaluru, India

- Built Web and Mobile Apps with scalable infrastructure and 0% downtime
- Involved in Machine Learning and Big data projects and Micro Services
- Communicated with clients and made their requirements clear and implemented them

Software Developer

Openlabs Technologies

⌚ Jan 2015 – Apr 2015

📍 Noida, India

- Built ERP Systems using open-source technologies
- Built web apps for big e-commerce clients with scalability using in-house developed open-source web framework

System Design Data Analysis GenAI
Software Development Methodologies

AWS GCP Hybrid Infrastructure

SOFT SKILLS

Communication Leadership
Growth Mindset Goal Setting
Adaptability Provisioning Capacity Planning
Emergency Response Problem Solving
Emotional Intelligence Teamwork
Strategic Thinking Mentoring and Coaching
Decision-Making Conflict Resolution
Change Management Delegation
Stakeholder Management Empathy
Visionary Leadership Team Management
Hiring Operational Excellence
Process Improvement Conflict Resolution
Project Management

EDUCATION

Bachelor of Technology
IMS Engineering College (AKTU)

⌚ 2011 – 2015 📍 Ghaziabad, India

ACHIEVEMENTS

 **Public Speaker**
at various conferences like GeekNight, Remote Meet Up, DevOps Days, Jenkins Conference.

 **Open-Source Contributor**
Contributed for Ansible (open-source project by RedHat) and related projects like AWX, AWX Operator.

 **SIE Heros**
Nominated and awarded for SIE Heros for leading and creating Automation Platform for PsNow.