MANJESHWAR ROOPA SHENOY

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EDUCATION

MS in Computer Sci., University of Massachusetts Amherst

Sept 2015 - May 2017

GPA 3.76

BE Computer Sci. & Eng., NMAM Institute of Technology, India

Sept 2005 - Aug 2009

81%, First Class with Distinction, Rank 1 in College

EXPERIENCE

Akamai Technologies, Inc. **E** Senior Performance Engineer San Francisco, CA Dec 2017 - *

- Review new web products' architecture for performance implications on Akamai's 240,000 server network
- Work with Product teams to identify and measure KPIs, fine-tune performance, ensure operational supportability, scalability, capacity planning and launch readiness
- Design experiments to scientifically quantify impact of new network features and enhancements

Cisco Systems, Inc. ☑ Software Engineer

Lawrenceville, GA June 2017 - Dec 2017

- Worked in a high-performing Agile team to deliver Cisco's Service Provider Video Software Solutions
- Migrated legacy code to microservices based Node.js and re-wrote system-testing suite
- Proactively identified risks and mitigations including PagerDuty procedures for incident response
- Americas finalist in Global HackIT VIII for proposing a Sustainability Index Model for Cisco hardware

College of Humanities and Fine Arts Website Assistant (Part-time position)

Amherst, MA Sept 2016 - May 2017

- Liaised with a vendor to draft requirements, prioritize deliverables, validate effort estimates and UAT
- Reduced marketing expenditure by ~8% by identifying existing reusable modules
- Consolidated and organized website content from 15 departments
- Conducted workshops and 1-on-1 training for non-technical users on website building concepts
- Single-handedly provided ad-hoc support and troubleshooting for all website issues with 24-hour MTTR
- Planned and handled messaging with all stakeholders for risk-free website maintenance downtime

Juniper Networks, Inc. ☐ Systems Engineer - Intern

Fairfax, VA June 2016 - Aug 2016

- Demonstrated compatibility of VMware NSX and Juniper Virtual Chassis Fabric with a POC this project addressed a critical gap in the sales process
- Worked directly with VMware sales to understand the most customer relevant use cases for NSX
- The project was instrumental in successfully closing 2 new customer deals in the first week of release
- Acknowledged technical contributions in 2 other interns' projects
- Won the Best Intern Project Award at the company-wide annual Sales Edge Conference

Akamai Technologies, Inc. Performance Engineer

Bangalore, Karnataka, India Dec 2014 - July 2015

- Applied network diagnostics tools to measure and characterize web traffic in a CDN environment
- Worked with engineering and pre-sales to formulate custom solutions to deliver SLAs for Web products
- Handled network-wide feature rollouts with multi-level change management procedures

• Performed competitor analysis and Post-Integration Value Confirmation for 30+ accounts

Akamai Technologies, Inc. Solutions Architect

Bangalore, Karnataka, India Feb 2012 - Dec 2014

- Implemented Web Acceleration and Security products challenging APAC customers across Government agencies, Finance, Hospitality, Entertainment and Hi-Tech industries
- Complete technical ownership of risk-averse Standard Chartered Bank Web Products account
- Direct, independent engagement with customers through post-sales cycle including on-boarding, technical consulting, implementation, go-live support to onsite trainings
- Drove the Managed Services Program Reporting state of Akamai usage, proactively identifying optimizations and analyzing cross and up-sell potential
- Served as Professional Services SME for Web Acceleration products
- 'Consistently Exceeds Expectation' appraisal feedback for customer-focus and zero Service Incident record

Tata Consultancy Services Limited ☐ Systems Engineer

Hyderabad, Telangana, India Nov 2009 - Jan 2012

- Wrote and maintained C++ code for the PLEX compiler PLEX is a proprietary language that is used to program Ericsson's AXE telephone exchanges
- Worked closely with client-side colleagues in Stockholm to ensure on-time delivery of software & artifacts
- Rank 1 at the New Grad Academy and won Kudos Award for Outstanding Technical & Interpersonal Skills

SKILLS

Content Delivery Networks, Internet Technologies, Distributed Systems, Software Development Life Cycle, Python, Machine Learning, Amazon Web Services, VMWare NSX, Agile methodologies

TRAINING AND CERTIFICATION

Technical:

- AWS Cloud Practitioner certification
- Juniper Networks Certified Internet Associate JunOS
- EC-Council Ethical Hacking v8

Other:

- Harvard Business School Online Financial Accounting for Managers, Economics, Business Analytics
- Business Ethics and Code of Conduct
- Protecting Data & Security Compliance

ACADEMIC PROJECTS AND RESEARCH

- Occupancy Tracking using Wi-Fi Data under <u>Prof. Prashant Shenoy</u>
- Online News Popularity Prediction Achieved 84% prediction accuracy using Machine Learning Models
- Green Benchlab Android app to track fine grained power usage statistics for app developers
- Literature Survey Presented classical and latest research in CDNs under Prof. Ramesh Sitaraman

SOCIAL & OTHER ACTIVITIES

- TechTalk Coordinator '19 Akamai technical learning for Performance Engineers
- Taught Financial Responsibility to Grade 7 students with a focus on Home Economics, Credit Scores and implication (Cisco CSR, Gwinnet County GA)
- Social Chair 2016-17 for Women in Computer Science Arranged logistics and funding for social events for women and allies at local venues (CICS, UMass Amherst)
- I am an aspiring watercolor and oil pastel artist