Sadip Giri

sadipgiri14@gmail.com | (646) 232-5088 | [Github](#) | [LinkedIn](#)

Education
Bennington College, Bennington, VT
Bachelor of Arts in Computer Science and Mathematics, June 2019
CGPA: 3.91/4.00

Programming Languages: Python, SQL, JavaScript, C#, HTML/CSS

Tools & Technologies: AWS, Git, Datadog, Metabase, Airbyte, DBT, Snowflake, OpenAI, NLTK, Pandas, Docker, Kubernetes, Zendesk, Forethought, Assembled, Salesforce

Certificates
- AWS Certified Cloud Practitioner, 2019
- Zendesk Support Administrator Expert, 2022

Publication
Giri, S., Jefferies, J. L., Thomas, F., Davis, R. L., & Akbilgic, O. (2019). Abnormalities within Normal Sinus Rhythm. Circulation: Cardiovascular Quality and Outcomes.

Professional Experience

Senior Technical Solutions Operations Engineer – *Datadog*
Sep 2020 - Present (NYC, USA); Aug 2022 - Sep 2024 (Paris, France)
- Built workflows from the ground up and onboarded new Premier Support Engineers globally, expanding the team to over 35 members and generating revenue by supporting more than 180 VIP customers.
- Worked closely with the Data Science team to develop in-house AI solutions, such as Topic Analysis, Sentiment Analysis, and Recommended Solutions. Piloted third-party AI vendors to increase support team productivity.
- Designed and implemented technology tools and systems for Datadog's global Technical Solutions teams, empowering over 800 customer-facing experts to deliver exceptional customer experiences, accelerate product adoption, and achieve strategic objectives.
- Developed and maintained internal applications using Python, JavaScript, and other technologies, streamlining processes for a global support team of over 600 people.
- Collaborated with over 7 stakeholders to define technical requirements and evaluated technology solutions aligned with business objectives within the OKR framework.
- Maintained relationships with more than 3 vendors, staying updated on industry trends in technical operations architecture, and fostering cross-functional partnerships.
- Delivered technology training programs and best practices to enhance team capabilities. Generated performance reports, automated workflows to improve overall efficiency, and conducted interviews to scale the team.

Solutions Engineer – *Datadog, NYC, USA*   Aug 2019-Sep 2020
- Worked with over 400 integrations, including Docker, Kubernetes, AWS, GCP, and Azure, to replicate customer issues across various environments for Datadog products such as Logs, APM, NPM, and SIEM solutions.
- Collaborated with the Python APM and Distributed Tracing team to create out-of-the-box instrumentation for Python ASGI and Sanic web frameworks.

AI Researcher – *University of Tennessee Health Science Center, Memphis, USA*   Dec 2018-Feb 2019
- Implemented frequent pattern mining on discretized EKG waveform data to identify specific patterns in the QRS complex associated with paroxysmal atrial fibrillation (PAF).
- Analyzed 1-minute Lead 1 EKG recordings from 25 patients with PAF and 50 healthy subjects, achieving an AUC of 0.95 with 94% specificity and 88% sensitivity using binary LASSO regression with 5-fold cross-validation.
- Demonstrated that machine learning techniques can go beyond black-box approaches to derive interpretable insights and potential biomarkers for health conditions like atrial fibrillation.

Additional Experience

Software Data Engineer Embed - *Datadog, Paris, France*   Nov 2023-Dec 2023
- Embedded with the Data Engineering Analytics team to enable my team to self-service data integration from various sources into the internal BI tool.
- Developed ELT pipelines for diverse data sources and created DBT models for visualization.
- Facilitated data-driven decision-making within the Technical Solutions organization, KPIs for stakeholders, and supported project and OKR execution.
- Ensured end-to-end visibility from data source to analytics.
- Enhanced the team's self-sufficiency and ability to handle data issues or understand underlying concepts.