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Executive Summary:

Dynamic and adaptable leader with **15+ years** of experience across roles like Site Reliability Engineering (SRE), Operations and Production Support, and **1.9+ years in KPI-driven people management Leadership role**. Known for quickly learning new systems, technologies, and processes to enhance efficiency and deliver organizational goals. Combines deep technical expertise in on-prem, cloud solutions and generative AI with a strong focus on team performance and leadership.

Technical Skills

Devops, **Hadoop** Administration, SAS Viya 4.0 & SAS 3.5, **Kubernetes**, Helm, Git, Docker, Linux Administration, Ansible, **Vertica** Database, **Python**/Shell Script, Airflow, AWS Networking and Security, **TerraformTerraformTerraform**, **Prometheus**, **Grafana**, AWS Lambda, GCP Cloud Administration, Generative AI, Agent AI, Retrieval Augmented Generation RAG, People management, Project management.

ORGANIZATIONAL EXPERIENCE:

NAME: **Verizon** Data Services, India

Tenure: Sept-2023-Present

ROLE: Sr Platform **Engineering Manager**

Key Achievements :

1. **Led Agile transformation for 8+ teams** across offshore and onshore models, improving collaboration and delivery. Increased 50% in Resource utilization and Optimized Resource \$120K Cost Saving.
2. **Developed an SRE dashboard, saving \$1M annually** by enhancing operational efficiency and reliability.
3. **Optimized vendor resource allocation**, implementing automation and metrics to achieve \$120K cost savings.
4. **Managed four cross-functional teams (30+ members)**, resolving conflicts and driving high performance.
5. **Established an AI-driven AIOps team**, delivering two anomaly detection use cases to improve system reliability and saved 2M license and processing cost

6. **Implemented executive reporting processes**, ensuring timely updates and strategic alignment for leadership.

Project Management Responsibilities

- **Automated infrastructure processes**, reducing operational workload and improving engineering efficiency.
- **Led cloud and on-prem cost reduction initiatives**, optimizing infrastructure spend through automation.
- **Managed sprint planning, backlog grooming, and stand-ups**, ensuring project timelines and budgets were met.
- **Developed strategic roadmaps** for next-generation infrastructure technologies and process improvements.
- **Led stakeholder management**, collaborating with developers, architects, business, operations, and vendors.
- **Ensured production system hygiene**, defining and maintaining best practices for stability and performance.
- **Mentored and managed platform engineers**, fostering innovation and continuous improvement.
- **Provided technical guidance**, ensuring best practices in software development, architecture, and operations.
- **Designed, developed, and deployed scalable platform solutions**, ensuring system reliability and efficiency.

NAME: Experian India , Hyderabad, India **Tenure:** April-2019-Present

ROLE: Site Reliability Engineer (Big Data Admin/Cloud Admin/Devops/Team Lead)

Key Achievements :

- Led end-to-end setup of SAS Viya application integrated with Hadoop as a data source. Helped to retain \$3M Billing Customer.
- Implemented Terraform-first approach, developing multiple modules like MSK, OpenSearch, and Neptune.
- Automated patching of 400 services in 1 hour using Ansible, improving efficiency and security.
- Executed AWS DataSync migration of 99TB data, ensuring seamless and efficient data transfer.
- Containerized EC2 native applications and deployed them on AWS ECS for better scalability.

- Established proactive issue resolution and automation, preventing recurring problems and enhancing stability.
 - Led monitoring initiatives to identify and mitigate risks with proactive actions.
 - Handled customer escalations across offshore and onshore teams, restoring client confidence.
 - Trained and mentored team members to prevent skill churn and ensure continuous technical growth.
 - Expert in AWS networking and security solutions, including NAT Gateway, VPC, Security Groups, S3, ECS, DNS, and AD.
 - Managed Hadoop cluster operations, including capacity planning, node scaling, and security.
 - Designed and maintained Kubernetes clusters (AWS EKS) in private cloud environments.
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Zeta Global, Hyderabad India
ROLE: Big data Engineer

Tenure: Oct-2017-April-2019

Key Achievements:

- Install and Configured 100+ Node Hadoop Cluster, to help in Platform Modernization
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NAME: Global Logic, Noida
ROLE: Big data Engineer

Tenure: Feb-2015-Oct-2017

Key Achievements:

- Developed expertise in Vertica and Hadoop ecosystem for big data processing and analytics.
 - Provided technical support to 50+ international customers on Vertica database administration and optimization.
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NAME: Wipro InfoTech, Gurugram
ROLE: Oracle DBA

Tenure: June 2011-Feb-2015

Key Achievements:

- Expertise in Oracle RAC, Data Guard, GoldenGate, Exadata, AIX, HP-UX, RedHat Linux, and MS SQL Server.
- Installed and configured **22+ Oracle RAC** setups for high-availability and performance optimization.

- Managed database solutions for **10+** national and international clients, ensuring seamless operations and implementation
- Led, mentored, and trained **five junior engineers** on Oracle database technologies and best practices.

NAME: TCS, Gurugram
Oracle DBA

Tenure: Nov 2010-June-2011

ROLE:

Key Achievements:

- Installed and configured **10+ Oracle Databases**, ensuring optimal performance and reliability.
- Self-initiated Oracle Data Guard implementation for a **2TB database** with only three years of experience.
- Developed multiple automation solutions, saving **500+ manual hours** and improving efficiency.

NAME: CMS Infosystem Pvt. Limited
Site lead and Oracle DBA

Tenure: June 2011-Feb-2015

ROLE:

Key Achievements:

- Led site readiness and infrastructure implementation for **Train Running Status** automation across **3** divisions.
- **Trained and collaborated with Indian Railway**, more than **100+employees** to ensure smooth automation adoption
- Worked as Oracle DBA and site lead, managing installation, configuration, and technical support for Oracle Database.

Academic and Professional Qualification:

- BTech. (CSE) from UPTU in 2007
- Higher Secondary (12th) from UP Board Allahabad in 2001
- High School (10th) from UP Board Allahabad in 1999

Personal Profile:

Date of Birth :23rd May 1984
Father's Name : Sri Ram Singh
Marital status : Married
Languages Known : Hindi & English
Hobbies : Coin Collection, Cooking, Reading Books.
Strengths : Self-motivation Sincere & Hard working, Team Player, Refuse To give up

Declaration: I hereby declare that the above information is correct to the best of my knowledge.

Place:

Date:

(Sangram Singh)