JIGAR PATEL

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QUALIFICATION SUMMARY

Senior-level technology leader with over 15 years of achievement delivering innovative solutions for industry-leading companies, including accomplished background in digital transformations. Proven ability to develop and execute technical strategies that exceed expectations, streamline business processes, increase productivity, drive growth, and deliver strategic business value. Strategic technologist with record of engaging both technical and non-technical leaders across organizations to define business needs, and design solutions that align with bottom-line objectives. Strategist who can leverage emerging trends to support long term planning while managing business, operational, and technical risk. Strong management acumen with history of building high performance teams with a focus on optimal productivity, efficiency, and quality.

Areas of expertise:

- Transformation Leadership
- DevOps Strategy
- Project Management
- Relationship Management
- Process Improvement
- Enterprise Architecture
- Infrastructure Engineering
- Vendor Management
- Enterprise Cloud Strategy
- Product Management
- Agile Strategy

EXPERIENCE

BROTHER INTERNATIONAL - Manager, DevSecOps Engineering   6/10/2019 – Present

Responsible for conducting Cyber security reviews of systems and development processes, guiding project teams to implement Cyber Security framework controls to create securely architected solutions on Azure and AWS cloud and integrating security with Cloud and DevOps teams to transform them into DevSecOps teams.

Leading and Engaged in multiple projects like Multi-Cloud, DR, Automation, SOC, DevOps, SSO, MFA, Code Review and Code Scan strategy, CASB, SIEM, DPI, Vulnerability Management.

USGA – Director, Enterprise Cloud & DevOps (New Jersey)   3/21/2016 - 04/05/2019

Led Cloud and DevOps teams to support USGA's proprietary applications and Championships through Process, Metrics, Budget, Resourcing, and Relationships. Defined Cloud and DevOps standards and managed over 54 IT software products. Responsible for enterprise architecture and managing over 8 million dollar budget.

- Recruited over 20 team members in last 3 years with right skill-set to support newly created Azure Cloud and DevOps platform while maintaining and supporting legacy applications and colocations. Also, mentoring and providing skills development to ensure a high level of productivity and appropriate influence in the broader IT organization.
- Increase speed and improve quality for IT Service Management support efforts through processes development and execution while ensuring the current and future SLA and SLR are identified, understood and documented.
- Implemented Asset Management, Service Catalog, Incident Management, Change Management, and Service Strategy based on ITSM best practices.
- Ensured all changes goes through SLAs, OLAS and underpinning contracts, including attendance at CAB (change advisory board) meetings.
- Black box to full blown AEM CMS platform built from scratch on Azure Cloud with Akamai CDN to host USOpen.com and USGA.org Live championships within 8 months to save almost 2.4M per year.
- Led the efforts to migrate in-house data center to Azure/AWS cloud with high-availability which saved over 1M dollar per year and created a room space to utilize for different purposes.
- Good proficiency on all kinds of DevOps tools and services. Adopted and actively using Jenkins, Octopus, VSTS, Git, Artifactory, windows/Linux build servers, etc with strong branching and release strategy.

- Heavily utilizing Azure/AWS offered Cloud services (PaaS) Ex: App Services, WebJobs, Service-bus, listener, SQL and CosmosDB, Redis cache, AppInsight, EC2, ELB, RDS, Route53, S3, Lambda, EBS etc.
- Implemented infrastructure automation using Ansible, Terraform, and Packer.
- Consolidated products, services, and software to minimize the cost and management.
- Overseeing a core team of managers, engineers, and 3rd party vendors on technical projects both internal to the USGA as well as being the Quality Gate for outsourced development from DevOps perspective.
- Partner with Development (backend and UI), Data Architecture, QA and Product teams to assure a collaborative relationship across all phases of the SDLC, ensuring and validating our products are associated systems meet defined requirements as well as the needs of our users.
- Created a detailed support model for USOpen and USGA championships and providing high level Live-Event technical support with SLA.
- 24x7x365 coverage for over 300 applications by leading operational support onshore and offshore teams.

BANK OF AMERICA – VP/MANAGER, PLATFORM ARCHITECTURE (Pennington, N.J.) 11/17/2014 - 03/18/2016

Led emerging technology cross-company initiatives to drive strategic cloud technology adoption for the Wealth Management business unit and the enterprise. Executed technology evaluations, designed SDLC processes, built high achieving teams, and deployed infrastructure.

Cloud Technology Leadership

- Acted as lead architect and managed a team of 5 architects as well as a virtual team of 6 in support of an enterprise-wide Platform as a Service (PaaS) initiative targeting $600M in savings over 6 years.
- Ground up Apprenda PaaS platform to accommodate bank's 4000 applications. The Applications were consist of .Net, JBoss, and Java which will float on top of 1004 Windows (IIS) and Linux (Tomcat) nodes.
- Architected and supported the deployment of both Apprenda, Pivotal Cloud Foundry, Docker, OpenStack, Stackato, Appcito, and mesosphere PaaS implementations that integrated with DevOps processes and CI/CD tooling which includes Jenkins, Git, Delphix, and Datical.
- Led multiple solution evaluations and developed Infrastructure as a Service (IaaS) private cloud strategy and service offerings for the Wealth Management business.
- Worked with MWaaS and DBaaS teams to integrate Middleware components and different databases with PaaS platform using APIs.
- Heavily involved with different LoBs to bring their applications onboard using different CI/CD tools and other manual processes.

RIGHTANSWERS – SR. CLOUD ARCHITECT (Edison, N.J.) 06/27/2011 – 11/14/2014

- Managed a team of an average 4-5 System Engineers.
- Ensured availability, performance, and security of network services within agreed SLA.
- System architect, System integrations, implementations, Risk Management, verification, execution, system deployments, upgrades, and expansions of company infrastructure.
- Configured and managed more than 550 virtual servers in production datacenters with DR setup.
- Led data center migration and P2V project successfully within tight deadline.
- Built entire VMware environment managing more than dozen ESXi hosts through vCenter/vCloud Director from scratch and configured 32TB Dell Compellent SAN SC8000 storage, Redundant Brocade Fiber switches. Includes vMotion, HA, DRS, vSwitch, vLAN tagging, NIC teaming, etc.
- Configured and managed F5 BIG-IP 4000, KEMP 5400, and Coyote Point E470LX Load Balancers from scratch with a failover between Primary LB and Secondary LB. Strong knowledge of different LB algorithms, rules, server pools, clusters, VLAN, SSL certificate, redirect, probe, etc.
- Built AWS setup (EC2, S3, VPC) from scratch in different region for different customers
- Strong working experience with Apache2.2/2.4 and Tomcat6.0/7.0 web servers.
- Migrated entire in-house MS-Exchange over to Office365 cloud.

FOUNDRY9 – SR. SYSTEM ENGINEER – JPMORGAN CHASE PROJECT (New York) 05/16/2010 – 06/24/2011

- Managed IIS 6.0/7.0 Development, Stage, and Production Web servers and hosted almost 50 acquisitions web sites for JP Morgan Chase Bank, Lincoln Financial Group, and Salliemae.

- Worked with Developers and QA team throughout the life cycle of any releases.

INVIDI TECHNOLOGIES CORP – SYSTEM OPERATIONS ENGINEER (Princeton, NJ) 07/16/2008 – 01/04/2010

- Configuration, maintenance and troubleshoot network, hardware, and Video stream related issues.
- Built Windows, UNIX (Solaris10) and Linux (Red Hat) servers from the scratch to fully load with OS, applications, services, ILOM, ALOM, RCA port configuration for remote access with system and network configuration according to the requirements and the network diagram.
- Liaise with Verizon, Comcast, Motorola, Echostar headend engineers and managers on regular basis.

NEW YORK UNIVERSITY – SYSTEM ENGINEER (CONTRACTOR) (New York)   11/12/2007 – 08/20/2008

- Troubleshooting of any type of technical issue related to Centra application used by NYU.
- Tier-II technical helpdesk support including phone, email and remote access.

VIRGIN MEDIA – SYSTEM INTEGRATION ENGINEER (London, U.K.)   11/01/2004 – 08/30/2006

- Installing, Configuring, troubleshooting, Maintaining the Windows, UNIX, Linux, and some Video equipment Servers within the Datacenter Environments.
- Loading periodic film data on the live VOD (Video on Demand) servers for scheduled broadcasts
- Provisioned STB (Set-top Boxes) and installed related software/app through QAM.

TAC GLOBAL – SYSTEM ENGINEER   01/05/2001 – 02/20/2004

- Configuration, maintenance and troubleshoot network related issues (Windows 2003, windows NT Server, Windows NT Workstation) for LAN and NT Servers on WAN through lease line.
- User Quota, Logon Restrictions, Backed up and Restored main servers.

TECHNICAL PROFICIENCIES

Microsoft Technology Stack
Enterprise Infrastructure Technology
Platform as a Service / Infrastructure as a Service
Software Development Lifecycle
Atlassian Technology Stack (Jira, Confluence)
Mindjet MindManager

EDUCATION

B.S. in Electronics and Information Security, New York Institute of Technology, Manhattan, NY   2008

Certifications and Training

- AWS Solutions Architect Associate (Dec 31st, 2019 - Jan 1st, 2023)
- AWS Solutions Architect – Professional (Feb 14th, 2020 – Feb 14th, 2023)
- Microsoft Certified Professional (MCP)
- Microsoft Certified System Administrator (MCSA)
- VMware vSphere: Install, Configure, Manage [V5.0]
- Dell Compellent Storage Center Administration and Advanced Management
- F5 - BIG-IP LTM v11
- Cisco Certified Network Associate (CCNA)
- Unix Essentials Featuring the Solaris 10 Operating System
- Toastmasters International – Charter Member