

Rajesh Singh

12082 Gantry Court | Apple Valley, MN 55124 | (952) 270-6827 | singhrajesh@gmail.com
[linkedin.com/in/singhrajeshmn](https://www.linkedin.com/in/singhrajeshmn) | github.com/singhrajesh74

Professional Summary

Visionary IT Leader with over 20 years of experience directing cross-functional teams to design, implement, and optimize enterprise-scale infrastructure solutions. Currently a Vice President at U.S. Bank, overseeing private cloud operations for 40,000+ servers, driving \$100M in cost savings through virtualization and strategic leadership. Renowned for expertise in VMware, automation, and operational excellence, with a proven track record in healthcare IT from 17 years at UnitedHealth Group and Optum. Passionate about advancing into Generative AI (GenAI) and Agentic AI, contributing to innovative operational enhancements at U.S. Bank's GenAI Center of Excellence. Adept at managing budgets, vendors, and roadmaps to deliver scalable, secure infrastructure aligned with business goals.

Core Competencies

- **Infrastructure Leadership:** Team management, strategic planning, budgeting, vendor negotiations
 - **Virtualization Expertise:** VMware, IBM AIX, compute, storage, networking, Kubernetes
 - **Operational Excellence:** High availability, disaster recovery, security, ITIL principles
 - **Automation & DevOps:** Process automation, CI/CD, shell scripting, operational efficiency
 - **Emerging Technologies:** Generative AI (GenAI), Agentic AI, quantum computing interest
 - **Systems Experience:** Red Hat, CentOS, Windows, AIX, Dell, HPE, IBM hardware
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Certifications

- Optum Quantum Computing University (2021)
 - Optum Data Science University (2019)
 - CompTIA Security+, Network+, A+
 - IBM Certified Advanced Technical Expert – AIX
 - IBM Certified Systems Expert – AIX
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Professional Experience

U.S. Bank, St. Paul, MN

Vice President / Senior Engineering Manager / Product Manager, Private Cloud Engineering July 2022 – Present

- Lead a team of 10 engineers managing VMware-based private cloud infrastructure for 40,000+ servers, ensuring 99.99% uptime for revenue-critical systems.
- Saved \$100M by optimizing VMware licensing and infrastructure deployments, enhancing scalability and cost efficiency.
- Develop and execute strategic roadmaps for server and virtualization infrastructure, using agile methodologies (Jira, Scrum) to track and report work progress.
- Conducted a Proof of Concept (POC) to evaluate competing cloud technologies, providing insights for future infrastructure strategy and adoption.
- Foster cross-team collaboration with IT and business units to align infrastructure operations with organizational objectives.
- Contribute to U.S. Bank's GenAI Center of Excellence, supporting Generative AI initiatives to drive operational innovation.
- Manage budgets, vendor contracts, and automation initiatives to deliver secure, scalable solutions.

Optum (UnitedHealth Group), Eden Prairie, MN

Senior IT Engineering Manager

February 2018 – July 2022

IT Engineering Manager

February 2012 – February 2018

- Directed a team of 10 engineers to maintain 99.999% availability across 80,000+ servers, supporting \$100B+ in annual healthcare revenue through robust virtualization.
- Managed compute, storage, and networking operations, integrating Dell, HPE, and IBM hardware with Red Hat, CentOS, and Windows systems.
- Drove DevOps automation, reducing provisioning times by 30% and enhancing system reliability.
- Spearheaded POCs for security, disaster recovery, and infrastructure tools, ensuring operational resilience.
- Collaborated with vendors and cross-functional teams to align IT operations with healthcare delivery goals.
- Oversaw budgeting and resource planning, delivering cost-effective infrastructure projects.

UnitedHealth Group, Plymouth, MN

IT Architecture Consultant

2011 – 2012

- Architected IBM AIX virtualization standards, automating server builds to reduce deployment times from months to 30 minutes.
- Provided strategic guidance to align infrastructure with healthcare needs, mentoring team members.

Senior IT Operating Systems Consultant

2007 – 2011

- Automated failover for 100+ AIX LPARs, cutting recovery time from 18 hours to 30 minutes, ensuring system uptime.
- Conducted 10+ POCs on infrastructure tools, driving adoption of scalable solutions.

Operating Systems Consultant / Lead

2006 – 2007

Network Administrator / Engineer (Contractor)

2005 – 2006

- Led UNIX operations team, automating processes with Perl and Korn Shell to reduce incident response times by 25%.
- Configured and managed 60+ IBM Power servers with 1,000+ LPARs, supporting VMware, Windows, and Linux infrastructure.
- Automated LPAR profile creation, deletion, and management, reducing setup time to under 1 minute.

AT&T Labs

Systems Administrator / QA Engineer

1999 – 2005

- Supported enterprise infrastructure operations, ensuring reliability and process efficiency.

IBM Global Network Services

Systems Administrator / QA Engineer

1997 – 1999

- Managed global infrastructure deployments, focusing on operational excellence and quality assurance.

Education

B.S. in Computer Engineering

NYU – Polytechnic School of Engineering, 1997

Additional Training (Optum University)

- Quantum Computing (2021)
- Building Chatbots with Rasa.ai (2019)
- Big Data Curriculum (2019)
- AI for Text, Images, and Forecasting (2019)
- GitHub Enterprise for Developers (2019)