

SUJAY V SARMA

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Engineering Leader | Technical Powerhouse | Team Builder

- ✓ 25+ years of experience building Teams, Products and Services.
- ✓ Projects and engagements worth over USD \$ 50 million handled and delivered successfully.
- ✓ Managed over 40 projects and over 60 head count.
- ✓ Over 5 billion lines of code written.
- ✓ Over 1 million words published in various magazines and industry blogs.
- ✓ Set up and operationalised 4 teams from ground up.



Experience chronology:

Period		Designation and Roles	Employer
Oct 2022	Present	Software Engineering Consultant, Mentor/coach	Self-employed
Sep 2022	Nov 2022	Music distribution and promotions	Consulting
Jun 2022	Nov 2022	Chief Solution Architect & Engineering Mentor	Forbie Inc
Dec 2020	May 2022	Senior Delivery Manager	Orion Innovation
Mar 2018	Mar 2020	Solutions Lead	GTM Catalyst
Apr 2015	Mar 2018	Microsoft Azure Solutions Consultant	Consulting
Mar 2015	Apr 2015	Technical Project Manager	Inspire Solutions Inc
Jan 2014	Mar 2015	Product Manager & Principal Developer	Self-employed
Mar 2008	Nov 2013	Sr. Application Reliability SME (L3) Engineering Lead and Program Manager (India)	Microsoft Corporation
Jun 2007	Dec 2007	Technical Team Lead	Orion India Systems
Feb 2007	Jun 2007	Content Workflow Implementation Consultant	Self-employed
Aug 2002	Feb 2007	Manager Technology	CyberMedia
Nov 2001	Aug 2002	Customer Relationship Manager – English	“WebMatrixHosting”
Aug 2001	Nov 2001	Senior Reviewer (Product reviews)	CyberMedia
Jun 2001	Aug 2001	Consultant Technical Writer	Xtend Technologies (P) Ltd
Apr 2001	Jun 2001	Technical Writer	Spectrum Softech
Feb 2001	Apr 2001	Software Engineering Consultant	Self-employed
Dec 1999	Feb 2001	Founder & Primary Faculty	Systems 2000
Dec 1998	Dec 1999	Student Mentor	Self-employed
Dec 1997	Dec 1998	Faculty	Datapro & Alpha Computers

Recognitions

- 🏆 Microsoft MVP (2006)
- 🏆 Microsoft Deliver IT (2 times)
- 🏆 Microsoft Special Recognition (Cable Cut Incident)
- 🏆 Orion Innovation: Made a Difference

Community

- 🤝 Microsoft Alumni
- 🤝 Microsoft MVP Reconnect
- 🤝 Diversity Hiring
- 🤝 Back to Work

Top 3 Milestones

- ✓ Planned, hired, and built high-performance engineering teams with up to 60 members.
- ✓ Built & Re-built Engineering Processes with no impact to in-flight work; Transitioned engineering teams to CI/CD, automated deployment, created reliable rollback strategies, pivoted multi-year programs into stepped multi-environment deliveries.
- ✓ Drove and successfully executed major inter-vendor transitions of \$10 million mission-critical portfolio with no outages; also reduced work backlog by 120% y/y through new process efficiencies.

Top Skills

- 🔧 Engineering Excellence
- 🔧 Innovation
- 🔧 Team Building
- 🔧 Mentoring & Coaching
- 🔧 Cross-functional Leadership
- 🔧 Customer Empathy
- 🔧 Program Management
- 🔧 Stakeholder Management
- 🔧 Agile Project Management
- 🔧 Business Analysis
- 🔧 Community Building

Software, Languages and Tools

Do note that expertise and experience varies. The names are listed in no particular order!

Operating Systems:

Windows, Linux, UNIX, OS/2

Languages:

Blazor, React.js, Bootstrap, JQuery, JavaScript, .NET, C#, ASP.NET, PHP, Python, Perl, VB.NET, VB, Classic ASP, SQL, T-SQL, MySQL, BASH, DOS Shell, PowerShell, VBScript, BASIC, C++, C, COBOL, FORTRAN, PASCAL

Software Tools:

Visual Studio, VS Code, Team Foundation Server, Azure DevOps, JIRA, MS Project, MS Excel, MS Visio, GitHub, Source Depot

Platforms:

Microsoft Azure, Microsoft 365, Microsoft Office 365, Microsoft SharePoint

Work Experience Details

Software Engineering Consultant

Oct 2022 – Present | Self Employed | New Delhi (Remote)

- Design & build software applications and tools for Microsoft Azure cloud.
- Provide architectural and technology consultation.
- Built three software applications:
 - HR & Compliance: background verification source of truth.
 - Healthcare: FHIR-based B2B/B2C health management solution.
 - Travel: Integrated multi-leg travel management solution for B2B.

Customer management, Technical leadership, Software quality management, Customer management, Stakeholder management, Communication, Critical communication, Business communication, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Agile/Scrum, Software Architecture, Multi-tenant applications, Software as a Service (SaaS), B2B, B2C, Azure Authentication, OAuth 2.0, FHIR, HL7, Azure Maps, Azure Storage, Azure SQL Server, REST API, SQL Ledger Tables, ASP.NET, ASP.NET MVC, C#, .NET 6.0, Visual Studio, GitHub, NuGet, Work item tracking, Bug tracking, Issue Tracking, Source control and management (SCM), Package management.

Music Distribution and Promotions Consultant

Sep 2022 – Nov 2022 | Consulting | New Delhi (Remote)

- Helped distribute and launch two music albums and three singles of an independent artist.
- Designed and handled promotions in social media during pre-launch and launch.
- Monitored and provided reports on both promotional and product performance through initial 90 days.

DistroKid, TuneCore, Facebook Advertising, Instagram Advertising, Audience engagement, Customer management, Stakeholder management, Communication, Critical communication, Business communication.

Chief Solution Architect

Jun 2022 – Nov 2022 | Forbie Inc | New Delhi (Remote) | Part-time Contract

- Helped align inherited application codebase with recommended and best practices.
- Created and presented to the CXO team on different aspects.
- Handled onboarding of new partners and tie-ups.
- Created and ran POCs to prove changes to the code.
- Created architecture for vNext using FHIR services.
- Mentored development team.

Software Architecture, Team leadership, Technical leadership, Software quality management, Customer management, Stakeholder management, Communication, Critical communication, Business communication, Multi-tenant applications, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Agile/Scrum, Software as a Service (SaaS), B2B, B2C, FHIR, HL7, Azure Storage, Azure SQL Server, PostgreSQL (Azure Managed Service), REST API, SQL Ledger Tables, ASP.NET, ASP.NET MVC, C#, .NET 6.0, Visual Studio, GitHub, NuGet, Work item tracking, Bug tracking, Issue Tracking, Source control and management (SCM), Package management, Atlassian Jira.

Senior Delivery Manager

Dec 2020 – May 2022 | Orion Innovation | Hyderabad (Remote)

- Planned, hired, built, and managed a 15-member engineering team.
- Set up engineering processes based on Agile/Scrum.
- Coached and mentored the team on inter-team interactions, project functions, technical aspects.
- Set up the project's source control on Azure DevOps and branching strategy using Git.

- Created an end-to-end Engineering Handbook.
- Instrumental in researching and selecting technologies and tools for the program.
- Conceptualized and delivered POC solution using Azure Batch Service to provide lift & shift transformation of business workflows for critical client processes.
- Created and put in place the company's Covid Response Portal
- Member of Architecture Review Board (ARB).
- Conceptualized several engineering excellence initiatives.
- Led & contributed to innovation initiatives.
- Conducted multiple well-received training courses.
- Conceptualized, launched, and hosted internal podcasts.

People management, Team management, Team leadership, Technical leadership, Technical recruitment, Budget management, Performance reviews, People performance management, Annual reviews, Morale management, Project management, Delivery management, Schedule tracking, Schedule management, Software quality management, Customer management, Stakeholder management, Communication, Critical communication, Business communication, Software Architecture, Multi-tenant applications, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Agile/Scrum, Software as a Service (SaaS), Azure Authentication, Azure Storage, Azure SQL Server, REST API, ASP.NET, ASP.NET MVC, C#, .NET 6.0, Visual Studio, NuGet, Work item tracking, Bug tracking, Issue Tracking, Source control and management (SCM), Azure Virtual Machines (VM), Azure Batch Service.

Solutions Lead

Mar 2018 – Mar 2020 | GTM Catalyst | New Delhi (Remote)

- Performed research and POCs to support solutions.
- Solution design against RFPs.
- Resolved critical roadblocks to enable faster delivery.

RFP analysis, Proposal response, Budget management, Software Architecture, Multi-tenant applications, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Agile/Scrum, Software as a Service (SaaS), B2B, B2C, Azure Authentication, OAuth 2.0, Azure Storage, Azure SQL Server, REST API, ASP.NET, ASP.NET MVC, C#, .NET 6.0, Visual Studio, GitHub, NuGet, Work item tracking, Bug tracking, Issue Tracking, Source control and management (SCM), Package management.

Microsoft Azure Solutions Consultant

Apr 2015 – Mar 2018 | Self Employed | Hyderabad (Remote)

- Migrated and implemented cloud solutions (Microsoft Azure) for multiple clients.
- Implemented a REST API service for the travel industry – became very popular among tiny and small operators.
- Implemented a web-based application for a Micro-fintech client.
- Created a multi-cloud infrastructure provisioning system, a log & trace analytics tool for diagnosis, and a pluggable cloud cost management and alerting tool.

Software Architecture, Multi-tenant applications, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Agile/Scrum, Software as a Service (SaaS), B2B, B2C, Azure Authentication, OAuth 2.0, Azure Storage, Azure SQL Server, REST API, ASP.NET, ASP.NET MVC, C#, .NET 6.0, Visual Studio, GitHub, NuGet, Work item tracking, Bug tracking, Issue Tracking, Source control and management (SCM), Package management, Azure Maps, SQL Change Tracking Tables, Azure Resource Management API (Azure RM), Azure Billing API, Azure Cost Management API.

Technical Project Manager

Mar 2015 – Apr 2015 | Inspire Infosol | Hyderabad

- Analyzed RFPs and tender documents to provide feasibility analysis.
- Performed solution design.
- Mentored the Engineering team.

- Communicated with customers and handled queries.
- Brought onboard a team member who remains critical to the organization.

RFP analysis, Proposal response, People management, Team management, Team leadership, Technical leadership, Technical recruitment, Budget management, Project management, Delivery management, Schedule tracking, Schedule management, Software quality management, Customer management, Stakeholder management, Communication, Critical communication, Business communication, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall.

Product Manager & Principal Developer

Jan 2014 – Mar 2015 | Self Employed | Hyderabad

- Conceptualized, architected, and built a Content Management Solution (CMS) using C#. The
- CMS supported both item-style data elements as well as folders/documents
- It supported both coded and XAML workflows.
- The distribution and installation sizes were tiny at less than 20 MB and most of the components could work on either Windows or Linux -- and with changes on MacOS.
- The system was fully pluggable and designed for maximum flexibility.

Product envisioning, Roadmap development, User definition, Feature definition, Feature prioritization, Iterative product development, Cross software publisher engagement, Proof-of-concept development, MVP development, Feature wireframing, User experience design, Technical stack and tools selection, Technical debt management, Feature testing, Alpha testing, Beta testing, Closed beta testing, Product release management, Post release management, Work item tracking, Bug tracking, Issue tracking, Schedule tracking, Schedule management, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, .NET Framework 4.7, C#, XAML Workflows, SharePoint Server, SharePoint Services, Mono.NET, Linux, Build automation, Post deployment scripting, SQL Server, SQL on Linux, Azure SQL, SQL Server on Azure.

Sr. Application Reliability SME (L3)

Feb 2012 – Nov 2013 | Microsoft | Hyderabad

This was the launch of Windows 8 and OEM Activation 3.0 (OA 3.0) program. This required a trans-geographic, trans-team single-ticket model with shared SLAs and priorities, and a multi-vendor staffing solution.

- Created and optimized the ramp up and KT plan.
- Accelerated inter-team stakeholder connections and rapid solutions using pre-existing relationships.
- Built several tools and scripts to aid quicker troubleshooting; and various reports.
- Participated in and provided active constructive feedback in pre-launch mock drills.
- Rapidly built technical credibility among key OEM PTMs.
- Helped analyze issues for the PBM (Problem Management) team.
- Mentored and actively assisted L2 staff.
- Enabled early transition of several L3 activities to L2 based on accelerated readiness.
- Conducted regular gap analysis and improvement sessions with L2/L3 members.

Customer management, Stakeholder management, Communication, Business communication, Critical communication, Incident management, Critical incident management, ITIL v2 processes, Issue tracking, Configuration tracking, Configuration management, Shift handover, Technical leadership, Team management, Mentoring and coaching, Training, Troubleshooting, Reporting, Business reporting, Relationship management, Cross-functional collaboration, Collaboration, Cross-team collaboration, Relationship management, ITSM (Internal ITIL tool), SQL Server, T-SQL, Windows Server, BizTalk Server.

Program Manager (India) & Lead Software Engineer for PA Sustained Engineering

May 2010 – Feb 2012 | Microsoft | Hyderabad

Took over as the FTE Dev Lead for the \$10 Mn program during people churn. After the first year due to several rapid changes to the program -- nominated as its full time Program Manager for India, coordinating with a US-based Program Manager.

- Conceptualized, implemented, and operationalized a tool for bulk processing of information for anti-piracy team.

- Revamped and integrated the processes of 4 teams into one.
- Managed a team with a peak strength of 60 Dev/Test/various leads.
- Brought the processes and team of the PASE team into mainstream efforts.
- Revived Customer Trust and Satisfaction through relationship building.
- Improved processes with transparency and communication.
- Successfully handled 10+ Major Incidents (MI / "Fire") as Major Incident Manager (MIM / "Fire Chief").
- Reduced and obliterated the work backlog (> 1000 items) to a few minor P4s within 2 quarters.
- Pioneered the use of automated CI/CD pipelines with reliable multi-fix rollback.
- Onboarded key application from another team with non-scope tech upgrade and build automation within time.
- Personally contributed & delivered 5+ enhancements and bug fixes.
- Two tools became an inter-team gold standard for change management and troubleshooting.
- Nominated for and underwent sponsored PMP training.
- Trained in the advanced uses of MS Project.

Program management, Project management, Stakeholder management, Stakeholder communication, Team management, Vendor management, Budget management, Schedule management, Schedule tracking, Business reports, Business communication, Communication, Critical communication, Critical incident management, Major incident management, Incident management, Work item tracking, Issue tracking, Risk tracking, Risk mitigation, Relationship management, Cross team collaboration, Cross functional collaboration, Cross functional leadership, Morale management, Performance management, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Visual Studio Team Foundation Services, .NET Framework 3.5, SQL Server, Windows Server, Windows MSMQ services.

Senior Software Engineer

Mar 2008 – Feb 2012 | Microsoft | Hyderabad

Other than being responsible and accountable for the Sustained Engineering team, I retained my role as Software Engineer in the mainstream team. This brought me into multiple mainstream projects and other efforts.

- Led a team of 3 Devs on a SharePoint-workflow + ASP.Net/C# + SQL Server project to implement business workflow automation for the PRSS team using Agile/Waterfall with selected Scrum elements.
- Collaborated with QE Lead to pioneer unit test code coverage and code coverage of test cases through code instrumentation -- became the gold standard for code quality metrics.
- Pioneered the onboarding of SharePoint project code to in-house automated build and release solution including automated unit test execution.
- Overall, efforts led to capture of 100% more quality issues in design, architecture, and code in Dev & QE stages.
- Successfully led and executed four major technology update projects.
- Built and released over 25 tools and scripts into the internal tool repository.
- Famously contributed to the permanent resolution of two long standing issues:
 - Product key resolution bug
 - Mechanism for configuration management during cluster/failover operations for IT Ops

Technical team leadership, Software Engineering, Work item tracking, Issue tracking, Risk tracking, Risk mitigation, Relationship management, Cross team collaboration, Cross functional collaboration, Cross functional leadership, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Agile/Scrum, SharePoint Server, Visual Studio Team Foundation Services, .NET Framework 3.5, SQL Server, T-SQL, Windows Server.

Technical Team Lead

Jun 2007 – Dec 2007 | Orion India Systems Pvt Ltd | Mumbai

- Led 2 modules of a WPF Windows Forms application for a key Professional Services client as Tech Lead.
- Managed a team of 2 Devs and 1 QE as their manager.
- Worked with project architects to fine tune the framework code.
- Provided feedback and presented the sprint demos to the project managers and key business stakeholders.

Technical team leadership, Software Engineering, Work item tracking, Issue tracking, Risk tracking, Risk mitigation, Relationship management, Cross team collaboration, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Visual Studio Team

Foundation Services, .NET Framework 3.5, SQL Server, T-SQL, Windows Vista, Windows Presentation Foundation (WPF), WPF/XAML Forms, C#, Microsoft Groove Services, Microsoft Visio.

Content Workflow Implementation Consultant

Feb 2007 – Jun 2007 | Self Employed | Kochi (Remote)

- Solved and implemented a 2-stage approval workflow for a medical journal using ASP/VB.net and SQL Server 2000.

Customer management, Technical leadership, Software quality management, Customer management, Stakeholder management, Communication, Critical communication, Business communication, Software Engineering, Software Development, SDLC, Agile, Agile/Waterfall, Software Architecture, ASP, Visual Basic, Visual Studio, Work item tracking, Bug tracking, Issue Tracking.

Manager (Technology)

Aug 2002 – Feb 2007 | CyberMedia India Ltd | Gurgaon

- Contributed and published > 100 articles and over 100,000 words on various technology and trends.
- Interviewed CxOs and IT decision makers across different organizations to understand ground realities to shape articles.
- Presented and spoke at 50+ events across the country.
- Worked with copydesk, editing and sales teams to create and present relevant content.
- Organized and edited the PCQ Live video segment through its entire run.
- Handled laptop shootout (bulk comparative product reviews) segment almost exclusively becoming a "laptop SME".
- Handled the Nov 2006 issue of PC Quest end-to-end and on my own as an "Issue Editor" – my editorial in the issue ("Enterprise Biology") kind of describes the modern era of computing.

Product analysis, Content writing, Journalism, Relationship management, Proof reading, Copy editing, Copy writing, Quality management, Print workflow, Public speaking, Public presentation, Event management, Compering / Emceeing, Television production, Show management, TV Set direction, Episode composition, Issue composition, Issue planning, Story planning, Interviewing (other people).

Customer Relationship Manager (English)

Nov 2001 – Aug 2002 | Garant-Park-Internet (WebMatrixHosting) | Kochi (Remote)

WebMatrixHosting was a very popular platform for developers to learn ASP.NET and C#.

- Worked with internal GPI team to understand how the system worked.
- Created and reviewed technical documentation.
- Listened to user feedback with empathy and provided responses in a transparent and timely manner.
- Worked with GPI team to work on user suggestions on improvements and enhancements.
- Helped migrate multiple classic ASP and CGI applications to ASP.NET.
- Helped with plans and architecture to move legacy & POC applications and applications on the WMH platform to full-fledged professional hosting platforms.

Customer relationship management, Customer communication, Technical troubleshooting, Documentation writing, Cross functional collaboration, Cross cultural collaboration.

Senior Reviewer

Aug 2001 – Nov 2001 | Senior Reviewer | Gurgaon

Worked for the "PC Quest" magazine.

- Analyzed computer hardware, computer software and wrote reviews in the PC Quest magazine.
- Analyzed the latest in technology and industry trends and wrote articles on them.
- Created "How To" articles and detailed implementation guides.

Product analysis, Content writing, Journalism, Relationship management, Proof reading, Quality management, Print workflow, Story planning, Interviewing (other people).

Consultant Technical Writer

Jun 2001 – Aug 2001 | Xtend Technologies (P) Ltd | Kochi | Part-time (Contract)

- Documented Xtend Tech's proprietary scripting language Xivr.
- Created several examples and sample code/applications to purposes of documentation of language features.
- Wrote and organized the documentation in Microsoft's (at the time) MSDN style.
- Received appreciation from CEO and Managing Partner for the work done.

Product analysis, Technical writing, Documentation writing, Code sample creation, Book composition, Communication, Stakeholder communication, Business presentation, Xivr language, Xtend IVR tools, HTML, CSS, JavaScript.

Technical Writer

Apr 2001 – Jun 2001 | Spectrum Softech | Kochi

- Created developer documentation for internally developed medical transcription software.
- Conceptualized, and drove automation of documentation using Xml comments and XSL Transformation scripts.
- Worked with all internal stakeholders - engineering team, SDLC owners, internal stakeholders - to socialize the practice and win acceptance.
- Dev and other engineering stakeholders provided their approval being impressed with my presentation and demos!

Code analysis, Technical writing, Documentation writing, Business presentation, Stakeholder communication, Cross functional communication, Technical leadership, Xslt (Xml Stylesheets) programming, Xml, JavaScript, HTML.

Software Engineering Consultant

Feb 2001 – Apr 2001 | Self Employed | Kochi

- Found and fixed Y2K bugs in a legacy LOB application.
- Migrated legacy accounting data from one platform to another with zero data discrepancies.
- Implemented LOB applications for several retail stores.

Code analysis, SDLC, Waterfall, Visual Basic, MS Access, SQL Server.

Founder & Primary Faculty

Dec 1999 – Feb 2001 | Systems 2000 | Kochi

- Set up a computer education and IT services establishment (an evolving suburb of Kochi/Cochin).
- Ran aggressive marketing and brand position methods through lead gen events, print advertising.
- Introduced and ran several local "firsts" - fully online course application process, remote tuitions, and test conduct.
- Conceptualized and conducted workforce skill upgrade programs for local offices.
- Started and ran school/college course assistance programs.

Business management, Advertising, Customer relationship management, Customer management, Stakeholder management, Communication, Business communication, Sales, Marketing, Financial management, Accounting management, Regulatory and compliance management, Business planning, Budget management, Forecasting, Teaching, Coaching, Mentoring, Computer hardware, Computer networking, Windows 95, C, C++, Visual Basic, ASP, Novel NetWare, DOS, Windows 95.

Student Mentor

Dec 1998 – Dec 1999 | Consulting | Kochi

- Reviewed, helped troubleshoot and fix bugs in final year B. E. (Computer Science) & MSc. (IT) project work.
- Conducted mock viva sessions to help students prepare for final viva-voce.

Mentoring, Coaching, Software code troubleshooting, C, C++, DOS, Windows 95, Linux, UNIX.

Faculty

Jul 1998 – Dec 1998 | Datapro Infoworld | Kochi

- Taught courses in Computer Hardware & Networking, Windows 95, Programming with C/C++, Visual Basic and ASP.
- Counselling students coming in for enrollment and helped select the right courses.
- Organized, ran, and presented at local Lead Generation events – increased business by > 40% q/q.
- Active participant in Centre Administration and Growth Planning.
- Interfaced with key business stakeholders (internal and external) and the Franchise management team.
- Helped plan new courses and courseware.
- Often deputized by corporate team to resolve technical issues at other franchise centers.

Student counseling, Center management, Business planning, Budget management, Lead generation, Marketing, Relationship management, Growth planning, Forecasting, Teaching, Mentoring, Computer hardware, Computer networking, Windows 95, C, C++, Visual Basic, ASP, Novel NetWare, DOS, Windows 95.

Faculty

Dec 1997 – Jul 1998 | Alpha Computers | Kochi

- Taught C & C++ to enrolled students.
- Was sponsored by the center's owner to learn Visual C++ to help extend the center's course portfolio.

C, C++, Pascal.