



# Gurpreet Singh

Product Focused Engineer/ DevOps

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## PROFILE:

Tech Lead, with 9+ years of extensive experience in solutions design, deployment, and migration of business-critical applications. I have strong experience working in cloud infrastructures. Skilled in Development, Cost Optimization and creating reusable infrastructure by utilizing tools like Docker, EKS, ECS, Terraform. As a Solution Engineer in my current organization, I have awarded with multiple impact awards for successfully Multiple projects across Platforms. Demonstrated competence in repeatedly collaborating with Developers to product owners to architect to create business and technology solutions.

## TECHNICAL SKILL:

<b>Programming</b>	C#, Python
<b>Patterns &amp; Principles</b>	OOAD, SOLID, Microservice Architecture Drivers, Dockerization & Containerization Architectures
<b>Databases</b>	MySQL, Mongo, Cassandra, Influx DB
<b>System Design/ DevOps</b>	Power BI, ELK, NLog, RabbitMQ, Grafana, Prometheus, Kafka, Bitbucket/Gitlab/GitHub, Git, Pipeline as Code, Infrastructure as code, Jenkins, Docker, Kubernetes, Ansible, Spinnaker, GCP/ AWS, Linux, Terraform
<b>Architectural Study</b>	Architecture Design, Design Research
<b>Learning Pipeline</b>	Cyber-Security and RUST

## PROFESSIONAL EXPERIENCE:

### Vertisystem Global Pvt. Ltd (December'18 - Present)

Staff Software Engineer



- Leading the Team of Engineers for Various projects across company.
- **Created DevOps Line of Business for company from scratch.**
- **Designed CI/CD pipelines** for various Projects on AWS/GCP using Infrastructure as Code.
- **Created Prod/Test/Development Environments using CI/CD on Kubernetes.**
- Designed technical solutions and architectures, presales, Agile methodology and implementing modern engineering practices leveraging Cloud Platforms, Microservices, Containerization architectures, CICD & DevOps.
- Prepared documents for Sales Pitch involving end-to-end solution responses for RFP's/ RFI's to deliver solutions
- Mentored interns and fellow Developers.
- Managing multiple parallel Projects/Releases; high degree of flexibility and adaptability.
- Worked closely with different groups like product, business analyst, quality assurance, and project management resources throughout delivery of solutions.
- Defined the technical roadmap and managing the end-to-end delivery in capacity of a Solution Architect & Program Manager for the project.
- Successfully Implemented the solution to overcome the Licenses issues faced by a client, **which saved ~90K per Year.**
- Did Team Augmentation for onsite and offsite.
- Participated in architectural sessions and provide solutions to complex problems.
- Created, reviewed and approved business, functional and technical design specifications for transaction processing applications.

### Project

## Stanford

I am leading team of Ten members in Platform Engineering for various sub projects under Stanford. We are responsible for establishing projects on GCP and releasing them for appropriate audience. My Team is critical for all releases. We have completed milestones in timely manner.

Few of our team's goal is as below

- Ensured Technical Risks are mitigated timely manner.
- Worked as an individual contributor on many priority/critical tasks and delivered solutions as simple it could be for complex engineering problems.
- Performed Multiple TDRs and POCs end-to-end to decide on platform architecture.
- Develop backend APIs using Python and bash.
- Create reusable infrastructures and reduce vendor lock-in.
- Containerizing traditional workloads hosted on VM infrastructure.
- Define and structure automated deployments using build & release pipeline.
- Prototype new features and research applicable technologies.
- Contribute to an on-call rotation and resolve reported bugs.

## MakeMyTrip (August'16 – November'18)

*Staff Software Engineer*



Worked as Tech Lead of eight members team in System Architecture and Backend Engineering. We were responsible for working closely with Project Management Team of customer to adopt cloud native services. Part of our job required designing/redesign/implementing new or existing solutions in on premises and off premises infrastructure. Worked closely with cross-functional teams to understand and address customer needs and react quickly to support and operations issues was one of our primary responsibilities.

- Designing and implementing efficient solutions for Call Center team
- Deploying/ Managing/Monitoring/ overall cloud environment on AWS (EC2, ELB, S3, VPC, CloudFormation, Jenkins Pipeline, RDS).
- Creating KB articles and mentoring team members to work on new technologies.
- Validating and implementing Continuous Integration tools for deployment
- Containerizing traditional workloads hosted on VM infrastructure.
- Define and structure automated deployments using build & release pipeline.
- Prototype new features and research applicable technologies.
- Created integrations between Oracle Service Cloud system and other applications.

## Speridian Technologies Pvt. Ltd (November'14 – August'16)

*System Software Engineer*



Worked as Member of Technical Staff II in a System Development team for an Oracle CRM, Oracle Service Cloud. We were responsible for Development of software required for backend scheduler and bring infrastructure as required in the project. Apart from designing/implementing new solutions in off premises infrastructure, we are responsible for working with Project Stakeholders for delivering Solutions to Different teams using this Tool.

- Designed and developed Rest APIs for managing more than 40 categories of customer query tickets in Oracle Service Cloud. Contact Us APIs automated customer ticket flow to respective departments and drastically reduced number of calls in Mynta call center.
- Improved the Change Management Cycle which resulted in reduction in projects crossing deadlines.
- Improved the stability of the system by 90%.
- Upgraded the Oracle Service cloud.
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
- Improved the workflow of the call standards by which the TAT increased from 30% to ~70%.
- Recommended architectural improvements, design solutions, and integration solutions.
- Architect-ed, designed and developed several new Interfaces required for the support.

- Developed business critical interfaces.
- Monitored and gather metrics to validate and improve quality of support daily, i.e., average hold time, call duration, time to closure, first call resolution, customer satisfaction, etc.
- Identification of opportunities to increase the value-added services to client by doing surveys, interviews and brainstorming sessions.

### **QCS (May'14 - November'14)**

*Software Engineer*



Worked as a mentor to the team of 10 engineers.

- Oracle Service Cloud Capability Building and Training Resources.
- Created POC's and product Presentation for Pre-sales.
- Designed strategic plan for component development practices to support future projects.

### **TCS (November'11 – May'14)**

*Business Process Associate*



Worked as a Developer for Oracle Service Cloud for Fiat-Chrysler.

- Customization, portal design and upgrades in Oracle Service Cloud (Oracle Service Cloud CX).
- Development of Chat and email features for the help desk operations using OSC that reduced the turnaround time and has helped reducing calls abandoned.
- Designed and deployed customer portal pages and widgets using PHP and JavaScript.
- Integrated of Oracle Service Cloud CRM with different systems.
- Development of Customized Reports, Critical reports and dashboards.
- Working with 3 primarily responsible for supporting the OSC solution, Knowledgebase management and process documentations Management of Help Desk Operations for US, Canada, Mexico and International markets.
- Designing and creation of Guided Assistance to improve agent efficiency and decrease AHT.
- Incident Review and Audit meetings with Business Customers to increase Call Centre efficiency.
- Version Up-gradation.
- Facilitate weekly meetings with team leads covering topics such as forecast variance, upcoming projects, training needs and making staffing recommendations.
- Development of business cases, business plans, and business requirement documents. Documented and designed new operations and procedures manual.

### **IBM (May'11 - November'11)**

*Intern*



- Learned JavaScript, HTML, CSS Technologies
- Developed the Web Portal for Internal Project for HDFC.

## **EDUCATION:**

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BSc. Graduate in Computer Science from Andhra University (2007-2010)

## **REFERENCES:**

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- **Gene Bond** - Executive Director at iiSM.ORG - <https://www.linkedin.com/in/gene-bond/>
- **Sandeep Rana** - Technical Specialist at Speridian Technologies - <https://www.linkedin.com/in/sandeep-rana-a7444475/>