Gurpreet Singh

Solution Architect/ Product Focused Engineer/ DevOps

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PROFESSIONAL SUMMARY:

- Innovative, Technology and Software Engineering Leader with 8+ years of experience in Cloud and legacy environments. Blend of business strategy, good technical knowledge, marketing, operations, team building and leadership, speed, strong attention to detail, unyielding persistence in problem solving and inspiring work ethic. Demonstrated competence in repeatedly collaborating with Developers to product owners to architect to create business and technology solutions.

- Software development experience spanning Solution Architecture, DevOps, Security, Agile project management, Site Reliability, web development and hands - on application troubleshooting in enterprise and Cloud SaaS and Confidential azure PaaS and IaaS, Amazon Web Services (AWS) for multiple production workloads.

- Hands on experience in building out whole new environments on Confidential Azure, and Amazon Web Services (AWS) and GCP.

- Experience in creating technology division from scratch, spinning up multiple segments including: QA, Dev, DevOps, Infra and Product Teams.

- Well-versed with Infrastructure Setup and all components of Continuous Integration (CI) and continuous delivery (CD)

- Well Versed with **System design/Architecture, Design Patterns and Principles**.

TECHNOLOGIES:

- **Programming**: C#, dot Net, Asp.Net, C#, MVC, Web-API, Restful Services, Microservices, API-Led Integrations & API Management, Python, GO

- **Patterns & Principles:** OOAD, SOLID, API Composition, Event Sourcing, Pipe and Filter, Eventual Consistency using Messaging, Layered Architecture Patterns, SOA, Microservice Architecture Drivers, Dockerization & Containerization Architectures.

- **Architectural Pattern:** Layered pattern, Client-server pattern, Master-slave pattern, Pipe-filter pattern, Broker pattern, Peer-to-peer pattern, Event-bus pattern, Model-view-controller pattern, Blackboard pattern, Interpreter pattern

- **Databases:** MySQL, Mongo, Cassandra, Influx DB

- **CRM:** Oracle Service Cloud

- **System Design/ DevOps/ DevSecOps:** Oracle RightNow Analytics, Power BI, ELK, NLog, RabbitMQ, Grafana, Prometheus, Spark, Kafka, Bitbucket/Gitlab/GitHub, Git, Pipeline as Code, Infrastructure as code, Jenkins, Docker, Kubernetes, Ansible, Istio, Spinnaker, Terraform, Azure/ GCP/ AWS, Linux, Sast, Dast, SSL/TLS, SAML, OAuth, JWT tokens, OSS scanning, Docker Image Scanning, ALB, AWS Certificate Manager, Route53,Elastic Block store, RDS, Fargate Profiles, Elastic Container Registry, Cloud Watch, ArgoCD, Drone CI, Compute Engines, Google Kubernetes.

- **PPM / AGILE Tools:** JIRA, Trello, Confluence

- **Supply Chain Management:** Resource Planning, Detailed Scheduling, Operation management

- **Learning Pipeline:** React, Express, Spring, Cyber-Security

- **Architectural Study**: Architecture Design, Design Research

EDUCATION:

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

PROFESSIONAL EXPERIENCE:

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

- Leading the Team of Engineers for Various projects across company.
- **Created Dev-Sec-Ops Line of Business for company from scratch**.
- **Designed CI**/CD pipelines for various Projects on AWS/AZURE using IAS and SAC.
- **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 and DevSecOps.
- 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.
- **Implemented core design components with software development** best practices.
- 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 **Engineered POC's and demonstrated the AI/ ML based Projects like Face-Recognition**, Automated Cricket Commentary, Recommendation Engine, and Chat-Bot.
- Successfully Implemented the solution to overcome the Licenses issues faced by a client, **which saved ~90K per Year**.
- Prepared scrum metrics like **burndown charts, velocity charts, estimation accuracy %, resource loading** etc. for getting a quantifiable status of the portfolio for better decision making. Facilitated sprint planning, daily standups, **sprint reviews, sprint retrospectives** and release planning.
- **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.

Clients managed

- NDC
- INFOBLOX
- MakeMyTrip
- Sally Beauty
- Rational Corp.
- ReportWorkBench
- YATS
- Stanford

Projects

ReportWorkBench
- Lead the team of 2 DevOps Engineers.
- Was actively involved in creating architecture for Platform.
- Created Environments and over Azure Kubernetes.
- Managed PHP Laravel project for deployment.
- Created SOP Documents Gitflow and Deployments.
- Spined up CI/CD pipelines using Azure Kubernetes and Bitbucket pipelines.

Rconn
- Was actively involved in creating architecture for Platform.
- Created Environments and over GKE.
- Managed React Project for Deployment
- Created SOP Documents Gitflow and Deployments.
- Spined up CI/CD pipelines using GCP Kubernetes, Ansible as deployment manager, Jenkins as BuildMaster and Gitlab.
- Managed end to end GKE workflow.

YATS
• Lead the team of 2 Engineers
• Was actively involved in creating architecture for Platform.
• Created Environments and over EKS.
• Managed PHP Laravel Project for Deployment
• Created SOP Documents Gitflow and Deployments.
• Spined up CI/CD pipelines using AWS Kubernetes, CodeCommit and Code Pipelines.

ProjectForce
• Lead the team of 2 Engineers
• Was actively involved in creating architecture for Platform.
• Created Environments and over EKS.
• Managed React and Quick base Project for Deployment
• Created SOP Documents Gitflow and Deployments.
• Spined up CI/CD pipelines using AWS Kubernetes, Github Using CloudFormation.

Stanford
• Lead the team of 4 DevOps Engineers.
• Created DevOps architecture for Platform.
• Created Environments and over GKE.
• Managed React Project for Deployment
• Spined up CI/CD pipelines using GKE, TravisCI and GitHub.
• Managed end to end GKE workflow.

Other Projects
• Cross-Platform Mobile app for MakeMyTrip
• Migration from Google suit to MICROSOFT 365.
• Implementation of Internal Infrastructure.
• Implemented Chatbots
• POC's for Projects like Facial Recognition and Automated Cricket Commentary.
• Implemented Workflows, Business Rules and created Add-ins in Oracle Service Cloud for NDC and Infoblox.
• Data 360 Deg View
• Modernizing Application, converted Monolith Application to Microservices.

COVID ONLINE PLATFORM
Created a cloud architecture for Online Covid Vaccination platform for Sri Lanka, Philippians governments in AWS

MakeMyTrip (August'16 – November'18)
Tech Lead

- Designed and implemented the robust systems and processes, running an efficient and organized operations.
- Customized reporting and objects within RightNow to ensure tool met and exceeded business needs for tracking metrics.
- Created integrations between RightNow system and other applications.
- Created custom workspaces, custom reports, profiles, account, chat, queues, email configuration, and business rules.
- Worked on Business Rules, Workspaces and Workflows, Knowledgebase management and Process Designer.
- Created Add-ins to generate fields dynamically on the Workspace/Agent script based on service categories.
- Combined Business Rule and CPM to route the Incident to the proper agent and escalate accordingly.
- Worked on a custom widget and model to dynamically create a form on Customer Portal based on service categories.
- Worked on syndicate widget to allow end-users to chat directly from Client website without coming to actual portal.

Speridian Technologies Pvt. Ltd (November'14 – August'16)
Senior System Analyst /SME

- Designed and developed Rest APIs for managing more than 40 categories of customer query tickets in Oracle Rightnow. Contactus APIs automated customer ticket flow to respective departments and drastically reduced number of calls in myntra 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.
- Created helpdesk for all the technical and functional issues faced by Customer care agents.

- Improved the workflow of the call standards by which the TAT increased from 30% to ~70%.
- Provided methodologies for object-oriented software development and efficient database design.
- 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 on a daily basis, 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 brain storming sessions.

QCS (May'14 - November'14)
Software Engineer

- 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

- Customization, portal design and upgrades in Oracle Service Cloud (RightNow 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 RightNow 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.

REFRENCES:

- **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/**