



Gurpreet Singh

Product Focused Engineer/ Senior Staff SRE

PROFILE:

I'm a generalist Senior Staff Site Reliability Engineer with 9+ years of experience with good hold on different spectrums of technologies, who undertakes complex assignments, exciting maintainable implementations and deliver superior performances. I practice DevOps and applies strong technical, functional and analytical skills and operate with a strong sense of urgency and thrives in fast paced setting in order to solve business problems expediently.

TECHNICAL SKILL:

Programming/ Scripting	C#, Python, GO, Bash
Patterns & Principles	OOAD, SOLID, Microservice Architecture Drivers, Dockerization & Containerization Architectures
Databases	MySQL, Mongo, Cassandra, Influx DB, PostgreSQL
System Design/ DevOps Tools	Power BI, Elasticsearch, Logstash, Kibana, NLog, RabbitMQ, Grafana, Prometheus, Kafka, Bitbucket/Gitlab/GitHub, Git, Pipeline as Code, Infrastructure as code, Jenkins, Docker, Kubernetes, Ansible, Spinnaker, Terraform, Agile Development, Rest API, VPC, EC2, S3, CloudFront, LoadBalancer, ECS/EKS, Nginx, SonarQube, Nexus repository, Azure Application Gateway
OS	RHEL, Linux/Unix, Windows
Cloud/On-Prem Technologies	Google Cloud, Azure, Amazon Web Services, OpenStack
Architectural Study	Architecture Design, Design Research
Learning Pipeline	Cyber-Security and RUST

PROFESSIONAL EXPERIENCE:

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

Senior Staff Site Reliability Engineer



- Led Agile team of 6 developers, 2 Sysadmins to continuous deployment of SaaS real estate/Medical/Manufacturing solution with 1 million+ users.
- Onboarded ~9 projects and trained ~12 teams to follow Enterprise DevOps philosophy, with custom implementation when needed
- Coded DevOps solution to automate build and deployment operations saving company over 750K per year in tangible savings
- Worked with Sales teams for RFP's and RFI's.
- Successfully Implemented the solution to overcome the Licenses issues faced by a client, which saved ~90K per Year
- Creator/Maintainer of all in-house + open-source Docker images used for testing, QA and production.
- Provide architectural and practical guidance to software development to improve resiliency, efficiency, performance, and costs
- Monitor and report on service level objectives for a given applications services. Work with business and product owners to establish key performance indicators
- Capacity planning and management – create, use, maintain a capacity model for on-prem and AWS hosting, based on E2E user flow profiles
- Expertise in designing, analyzing, and troubleshooting large-scale distributed systems.
- Work with product operations team to resolve trouble tickets, developing and running scripts, and troubleshooting services in a hosted environment
- Working knowledge of virtualized environments; VM management and provisioning
- Provide technical insight on development projects
- Assist with testing and validating production applications

- Assist Product owners to evaluate current status of their application and onboard them onto decided SLA's and help their teams to achieve SLO's.
- Keeping the ship sailing! Monitoring and supporting the IT infrastructure environment
- Monitoring and diagnosis of systems for optimal performance
- Generating well defined and documented standard processes for the enterprise
- Queuing and data-pipeline solutions (RabbitMQ, Kafka, pub/sub, SQS)
- Identifying, gathering, analyzing and automating responses to key performance metrics, logs, and alerts
- Engineering solutions in the long term to make everyone's life easier
- Assist in the Development Priority List process working with Product Management group to address issue identified as part of Problem Management
- Provide solutions for performance management, disaster recovery, monitoring and access management
- Work/support business users to understand issues, develop root cause analysis and work with the team for the development of enhancements/fixes
- Works with the team to develop, maintain, and communicate current development schedules, timelines and development status
- Created, reviewed, and approved business, functional and technical design specifications for transaction processing applications.
- Provide engineering design across different workloads including incident & problem management, change management, security and compliance
- Improve security and performance of infrastructure by working with other teams
- Work with and lead other members of the team in staying on top of key industry innovation and technology, and assist in team development growth

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 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.
- 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:

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

REFERENCES:

- **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/>