**Gurpreet Singh  
Solution Architect/ Dev-Sec-Ops**

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**PROFESSIONAL SUMMARY: TECHNOLOGIES:**

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| * **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, 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, 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. * **PPM / AGILE Tools:**  JIRA, Trello, Confluence * **Learning Pipeline:** React, Node.js, Express * **Architectural Study**: Architecture Design, Design Research |

* Innovative and analytical Business, Technology, and Software Engineering Leader with 8+ years of experience in Cloud and legacy environments. Blend of business strategy, expert 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 entrepreneurs to architect 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). Automating the setup using native and built out tools.
* 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)
* Managing multiple parallel Projects/Releases; high degree of flexibility and adaptability.
* Well Versed with **System design/Architecture, Design Patterns and Principles**.

**EDUCATION:**

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

**CERTIFICATIONS & TRAININGS:**

Machine Learning for Business Professionals Pursuing Scrum Master Certification

Oracle RightNow CX Cloud Service Pre-Sales Specialist Pursuing Azure Cloud Architect

Oracle RightNow CX Cloud Service Sales Specialist

Oracle RightNow CX Cloud Service Support Specialist

**ROLES ASSIGNED TO / PROFESSIONAL EXPERIENCE:**

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| --- | --- | --- | --- |
| **Roles** | **Company** | **Key Areas/Clients** | **Projects Delivered** |
| Team-Lead/Technical Solution Delivery manager/ Solution Architect | Vertisystem @Indore (Dec 2018 - Present) | **Clients**: | * Cross-platform mobile app for MakeMyTrip * Modernizing Application, converted Monolith Application to Microservices * Data 360 deg. View * Spined up |
| Tech Lead | MakeMyTrip @Gurgaon  (Aug2016 -Nov2018) |  |  |
| Senior system Analyst/ OSC- SME | Speridian @Trivandrum (Nov2014 -Aug2016) |  |  |
| Software Engineer | QCS @Noida (May2014 -Nov2014) |  |  |
| Business Process Associate | TCS @Hyderabad (Nov2011 – May2014) | **Client**: Fiat Chrysler   * 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. | * Dealer-Connect Portal redesign * Dealer-Connect global Chat Services * Improving Search Functionality for Customer Portal * Improving DealerConnect Map’s for Customers * Implemented 18 Different interface for Global markets * Conversion of flowcharts into Guided Assistance. |
| Intern | IBM @Vizag  (May2011 – Nov2011) | **Clients**: HDFC Life   * Learned Web Technologies. * Was part of the HDFC life portal development team. | * Internal Web Portal for HDFC Life. |

**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/>