

Professional Summary

Transformational technology leader with over 18 years of experience in software engineering, DevOps, and IT strategy. Proven track record in driving innovation, optimizing processes, and enhancing operational efficiency through strategic leadership and the adoption of emerging technologies like AI. Skilled in managing cross-functional teams, fostering DevSecOps cultures, and ensuring high availability and compliance standards.

Professional Experience

Amdocs Inc., Champaign IL.

September 2010 - Current

A \$10B company specializing in software and services for Tier-1 Telecom, Cable, Media, and Financial service-providers across 85+ countries with over 31,000 employees.

Director of Software Engineering - DevOps. [April 2022 – Current]

Strategic Leadership & IT Operations

- Led a multi-regional DevSecOps team of 45+ professionals, overseeing 15+ enterprise applications.
- Fostered partnerships across Program Management, Platform Operations, and Security teams, enhancing system reliability by 35% and application performance by 63%.
- Implemented zero-touch ecosystem strategies, including SOC-1 audit transformation, achieving 18% EBIT improvement.
- Cultivated C-suite partnerships, generating \$2.7M in new business growth.
- Prepared and presented Monthly status reports and Quarterly Business Reviews(QBRs) to Client executives.
- Managed SLAs and KPIs, achieving 99.9% uptime for critical systems.
- Contributed to Annual Operating Plans, aligning revenue forecasts with budget allocations.

Development Leadership & Innovation

- Spearheaded the adoption of agile methodologies, boosting efficiency by 15% across the development lifecycle.
- Led the strategic implementation of GenAI solutions for day-to-day Operations (opsGPT), to enhance operational efficiency and employee satisfaction.
- Successfully deployed *amAIz Billing Assistant* on MS Azure for a Tier-1 USA Cable Services Provider, reducing Average Handling Time (AHT) by 63%.
- Oversaw the development of *amAIz Billing Assistant* using Nvidia's Nemo and the Mistral foundation model.
- Fostered a DevSecOps culture within the team by implementing mandatory FOSS and Checkmarx scans, along with penetration tests, for every release.
- Accelerated development and testing cycles by 15% through the strategic integration of Microsoft CoPilot, enhancing efficiency and productivity in the development phase.

Operational Innovation

- Spearheaded the development of self-healing systems, resulting in a 60% reduction in manual interventions and significantly enhancing operational efficiency.
- Led proactive problem-solving initiatives, achieving a 50% decrease in critical incidents and improving overall service reliability.
- Strategically orchestrated High Availability (HA) and Disaster Recovery (DR) strategies to ensure robust business continuity and minimize downtime.
- Successfully drove cost optimization efforts, yielding an 8% reduction in operational expenses and positioning the organization for long-term financial sustainability.
- Fostered a proactive quality assurance culture by overseeing the review of QA test plans, results, and defect reports to address critical issues and maintain high-quality standards.

Compliance & Talent Development

- Ensured compliance with SOC audits, PCI DSS audits, and NSA/DOJ regulations.
- Nurtured mentorship programs, fostering continuous learning and development.
- Implemented *Skill_Up* program, resulting in 215+ Cloud and GenAI certifications within three years.

Senior Manager - Operations. [October 2019 – April 2022]

Strategic Leadership & Innovation

- Implemented Application Performance Monitoring (APM) platform, driving \$1.5M incremental revenue.
- Orchestrated multi-tiered product roadmaps, achieving 92% of feature release targets and ensuring strategic alignment.
- Deployed self-healing automation initiatives, reducing Mean Time to Recovery by 42% and enhancing operational resilience.

Operational Excellence & Process Improvement

- Led a team of 23 engineers across cross-functional teams, achieving 18% budgetary savings over three years through efficient resource management.
- Implemented observability solutions and automated notification systems to enhance monitoring and response capabilities.
- Ensured 99.80% platform availability through robust product delivery and change management processes.
- Improved problem identification speed by 30% using operational visualizations, enhancing incident response.
- Utilized IT Service Management (ITSM) expertise to manage IT services, oversee operations, and align with business objectives.

Customer-Centric Approach

- Boosted enterprise user satisfaction by 28% through data-driven improvements and strategic enhancements.
- Integrated six innovative capabilities using design-thinking principles to enhance user experience.
- Optimized development efforts by balancing tactical and strategic priorities to meet evolving customer needs.

Stakeholder Management

- Aligned C-suite stakeholders with strategic goals through effective OKR communication and stakeholder engagement.
- Leveraged user feedback to drive continuous product improvement and ensure customer-centricity.

Operations Partner. [June 2017 – September 2019]

- Developed and deployed 13 automation tools, reducing 2,900 manual hours for Site Reliability Engineering (SRE) teams and significantly improving operational efficiency.
- Increased customer satisfaction by 17% and auto-pay enrollments by 14% through cohort analysis and persona-driven improvements.
- Optimized NSA/DOJ compliance processes, cutting lead time by 33% through automation and process enhancements.
- Boosted team productivity by 25% by implementing Agile practices such as stand-ups, sprint reviews, and planning sessions.
- Drafted Service-Level Agreements (SLAs) for major MSOs, ensuring alignment with client expectations during engagement expansions.

Software Engineering & Implementation Manager. [January 2015 – June 2017]

- Led a global team of 7 developers in delivering a Payment Service Provider (PSP) platform on schedule and within budget, overseeing the entire Software Development Life Cycle (SDLC).
- Successfully translated complex business requirements into actionable technical specifications, achieving zero-design defect code for key features.
- Spearheaded cross-departmental collaboration to optimize PCI compliance audit preparation, reducing code revisions by 65% and enhancing efficiency.
- Ensured high availability of 99.60% for critical applications, including Self-service, Service Activation, and Billing, through effective implementation, support, and change management.
- Collaborated with QA teams to design and implement effective testing strategies, enhancing overall quality assurance.
- Improved milestone delivery timelines by optimizing resource allocation between Dev and QA teams, streamlining project execution.

Software Engineering Lead. [May 2012 - January 2015]

- Managed end-to-end lifecycle of multiple Business Support Systems (B2B and B2C), enhancing operational effectiveness and productivity.
- Conducted 50+ root cause analyses, providing actionable insights and pragmatic solutions to internal and client teams.

Senior Java Engineer. [September 2010 - May 2012]

- Fixed bugs and provided support for multiple applications in BSS and OSS space for clients like Metro PCS, Sprint, Mobility and Cricket Wireless.

Wolfram Research Institute, Champaign IL.

July 2009 – September 2010

Maker of Mathematica software.

- Senior Software Engineer – Wolfram Alpha's Deployment & Dashboard Tools
- Developed and supported deployment tools and dashboards for Wolfram Alpha, enhancing operational effectiveness and user experience.

Lucid Technologies, Arlington TX

June 2006 – January 2009

- Senior Java Developer/SME (on contract to Amdocs, Champaign, IL):
- Led Java development projects, contributing to the successful delivery of critical software solutions for Amdocs.

Wireless Facilities Inc, San Diego CA.

May 2005 – December 2005

- RF Engineer – Network Optimization:
- Conducted network optimization projects, improving signal quality and coverage for major telecom operators.

Education

- MBA, General Management (2012) - University of Illinois, Urbana-Champaign, IL, USA.
- MS in Electrical Engineering (2005) - University of Texas, Arlington, TX, USA.
- BE in Electronics and Telecom Engineering (2002) - Nagpur University, India.

Skills & Certifications

- Product Management Stack: Roadmaps, Data Analysis, UX Design, Wireframes, Design Thinking, Risk Management.
- IT Management Stack: Agile Methodologies, Scrum, Project Management, Change Management, SDLC.
- IT Engineering Stack: Python, Java, C/C++, Shell Scripting, SQL, XML, JavaScript, API, Web Services.
- Certificates:
 - Certified SAFe Agilist,
 - Generative AI with Large Language Models (LLMs) – Coursera.
 - AWS Certified Cloud Practitioner
 - Novell Certified SuSE Linux System Administrator, Data-warehousing ETL Developer.