

Analytical Senior Technical Program Manager

Recognized for leading large scale technical programs, new features, and performance improvements.

PMI PMP-certified Sr. Technical Program Manager (TPM) with overall 8 years of experience in managing large-scale AWS infrastructure programs, delivering innovative technical solutions, defining metrics, leading software services. Strengths:

- Amazon Web Services (AWS)
- Problem Solving
- Product Conception, Design & Specification
- Cloud Solutions Architecture
- Managing Programs and Projects
- Cross-Functional Communication

TECHNICAL SKILLS

SCADA Software:	OASyS DNA, InTouch Machine Edition/ InduSoft Web Studio
Databases:	Microsoft SQL Server, MongoDB, Oracle, IBM DB2, PostgreSQL, MySQL, OSIsoft PI
BI Tools:	Tableau, Power BI, Spotfire, SSRS, Informatica (ETL), IBM Cognos
Platforms:	Unix/Linux, Windows, macOS
Web:	HTML, CSS, JavaScript, IIS, XML, Amazon Web Services (AWS)
Tools:	Siebel, JIRA, JBuilder, Microsoft Visual Studio, Rational Rose
Languages:	Python, Ruby, Java, Shell Scripting, VBScript, C, C++
Microsoft:	Power Apps, Power Automate (Flows), SharePoint, Team Foundation Server (TFS), Excel
Other:	AWS, Networking, SQL, Docker, Kubernetes, Active Directory, Algorithms, Data Structures
AWS Certifications:	AWS Certified Solutions Architect Professional, SysOps Administrator, Developer Associate

PROFESSIONAL EXPERIENCE

AMAZON DEVELOPMENT CENTRE US, Technical Program Manager II

01/29/2023 - 12/01/2023

AMAZON DEVELOPMENT CENTRE CANADA ULC Technical Program Manager II

12/05/2021 - 01/28/2023

Managing AWS cloud infrastructure programs such as EC2 Rack Migration program and Legacy Fleet Retirements program automation related functions, directing software development and engineering of large - scale distributed systems, mentoring, approving, planning, resourcing, overseeing cross-functional projects across multiple engineering teams of EC2, delivering technology solutions that are efficient, secure, maintainable and has low-defects, enabling AWS to scale as per customers' demand. Utilizing skills relevant to Project and Program Management, Leadership, Communication, AWS, Analytics, Amazon Internal Tools, Networking. Delivering results for programs with an estimated financial impact of \$2B.

- Coordinating and defining priorities with cross functional teams across multiple organizations that focus on rack-level operations. Providing strategic guidance to meet high impact goals set by the executive leadership team at Amazon.
- Overseeing EC2 fleet maintenance activities to improve the health of the EC2 platform and driving innovative solutions.
- Running internal EC2 capacity planning management programs that manage data center resources (e.g., space, power, and networking). Delivered more than 2x performance improvement in solving AWS cloud infrastructure constraints.

AMAZON.COM SERVICES LLC Systems Engineer II

06/15/2020 - 12/04/2021

Led system improvements, automation, implementation of cutting-edge cloud solutions, solving problems at scale, build out of new AWS regions. Utilizing AWS (services such as EC2, Athena, S3, QuickSight, RDS, DynamoDB, CloudWatch and others as needed), RMS, ADS, MySQL, Linux, Networking, Python, Ruby, Java, Shell Scripting, SQL, Agile (scrum).

- Led a team of system engineers and working collaboratively with Technical Program Managers (TPMs) to ensure successful execution of EC2 campaigns for rack retirement, migration, re-ingestion to meet critical business objectives.
- Drove innovation, solving complex technical challenges by deep diving to deliver compute services to AWS customers.
- Implemented solutions to enhance AWS EC2 Core Platform's scalability and operational performance worldwide.
- Delivered engineering solutions by working across multiple teams to scale EC2 rack programs worth >\$800MM in CapEx.
- Recovered >\$250MM of unsellable EC2 capacity with software and hardware issues by partnering with EC2 teams.

AGAP TECHNOLOGIES, INC.**IT Developer**

11/04/2019 - 06/12/2020

Analyzed, designed, developed, validated, deployed, documented, and supported software systems for process automation. Utilized OO Design, Java, Python, Microsoft Power Platform - Power Automation, Power Apps, Power BI, SharePoint, Active Directory, SQL Server, Azure.

- Increased efficiency, quality, time, and cost savings to the company by implementing process automation solutions.
- Drove IT team in development, setup of metrics, and alarms to monitor performance of high value distributed systems.
- Mentored new hires, created runbooks and provided constructive feedback on task deliverables assigned.

AVEVA SOFTWARE LLC,**Service Systems Analyst – SW**

08/28/2017 - 09/05/2019

Analyzed, developed, tested, troubleshooted, deployed, documented, and supported advanced engineering SCADA systems, performed software upgrades for several major Oil & Gas customers across the US such as Chevron, Shell, Ameren, Atmos Energy, Spire Energy, Energy Transfer Partners and others. Utilized OASyS DNA, ADE, ezXOS, XE, InTouch Machine Edition, SQL Server, SSRS, OSIsoft PI, Modbus, OPC, Team Foundation Server, PowerShell, SharePoint, Tableau, SQL, Siebel, Power BI, Agile (Scrum), Remote Desktop Connection Manager, VDI.

- Enabled the company to increase customer satisfaction by 6 % in the software support services market of OASyS DNA product line that resulted in approximately 10% growth in revenue by analyzing, troubleshooting, developing, and providing resolution to problems / software service requests from customers' as quickly as possible.
- Fixed problems on SCADA systems of customers by effectively installing patches, applying software add-ons, database, software code changes or configuration changes. Acted as a mentor for colleagues with less experience.
- Minimized operator displays development / graphics generation effort by leveraging similar existing components.
- Improved software product performance on customers' systems by performing necessary upgrades, maintenance activity on existing SCADA systems and databases with minimal impact. Minimized risk by creating Change Management.
- Increased productivity of manufacturing plant operations by working with software solutions architect team that analyzed and developed Lean Digitization System (LDS) application and data dashboards widely used in the Schneider Electric's manufacturing plants across the globe to track the operational activities and maximize productivity.

TEXAS TECH UNIVERSITY,**Research Assistant**

01/04/2016 - 05/19/2017

Designed, developed, maintained web applications, databases and data reports to assist the staff at Texas Tech University (TTU) in their research. Utilized Tableau, Microsoft Power BI, SQL, MS SQL Server, Oracle, Visual Studio, IIS, HTML, CSS, Angular, Java, JavaScript, Web Services, JIRA, Moodle, Qualtrics, Team Foundation Server (TFS).

- Reduced data load time from 10 secs to 3 secs on a legacy web application by developing a new database stored procedure from scratch.
- Developed first TTU USPREP Bill & Melinda Gates Foundation Grant - web application, data reports for accessing and improving Teacher Preparation Program using Software Development Life Cycle (SDLC) approach. Designed fully localized and high-performance application.
- Improved staff performance by providing necessary training, USPREP user documentation manuals.
- Assisted the university staff with assigned technical tasks and helped them achieve their set goals.

INFOSYS LTD.**Systems Engineer**

09/15/2014 - 05/29/2015

Analyzed, developed, tested and documented data integration ETL processes to migrate business data from multiple legacy data sources to a single database source. Developed enterprise dashboards that show the Key Performance Indicators (KPIs) and data trends. Utilized Informatica 9.1, Informatica MDM, Informatica IDQ, Shell Scripting, Oracle, IBM DB2, SQL, Tableau, Team Foundation Server (TFS), JIRA, Agile (Scrum).

- Worked as a Business Intelligence (BI) Developer for project Nexus for client, Mercedes-Benz Financial Services and transformed the company's business data to get useful insights for strategic decision making.
- Increased productivity by developing UNIX shell scripts to automate applications.
- Ensured quality by creating unit test cases and documenting the unit test results.

EDUCATION

- **Master of Science (MS), Info Technology & Cybersecurity**, New England College, Henniker, NH, USA **Dec 2021**
- **Master of Science (MS), Computer Science**, Texas Tech University, Lubbock, TX, USA **May 2017**
- **B.Tech., Information Technology**, Jawaharlal Nehru Technological University, Kakinada, India **Sep 2014**