

## Shashi Mohan

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Global Software Business and Technology Leader

### Summary

- Experienced in leading software engineering, DevOps, SRE, program & project management, automation, design, development and operations for efficient business delivery and consulting.
- Experienced in global delivery, customer relationship, building teams in startup, high growth and mature firms; industries like, retail ecommerce, financial services, software, high-tech manufacturing and telecom.
- Excellent coordination and collaboration skills, with internal organizations, customers and third party vendors.
- Leverages emerging technologies, market knowledge and knowledge of customer pain points to engineer and release innovative solutions on time, under budget.
- Speaker at analysts and international forums and recognized with multiple awards.

### Professional Experience

#### **Cavisson Systems Inc, Santa Clara, CA**

Nov 2017 – current

#### **Client Success Partner, Program & Project Management**

Cavisson is APM solution provider for DevOps, Performance Engineering & Site Reliability

- SaaS offering of Cavisson products: Migration of Cavisson products to Cloud. Multi-tenant.
- Responsible for Customer Success of Kohls Digital, LBrands
- Managed build, test & roll-out of AI/ML based alerting system for SRE to Kohls
- Managed build, test & roll-out of AI/ML based autoRCA to Kohls for faster production incident fixes

#### **Kohls Digital, Milpitas, CA**

Nov 2017 – Mar 2020

#### **Consultant, Program & Project Management, SRE, Performance Engineering**

- Holiday Peak Readiness: 2019 & 2018: Managed for all the systems and infrastructure; all customer facing applications; stores; point of sales; marketing campaigns, loyalty systems; vendor systems; internal HR, financial systems; cloud infra, data centers infra, network, others. Highly visible program with bi-weekly reporting to senior leadership team.
- Digital Transformation, Migration of Kohls \$20B customer facing Digital ecommerce platform dealing with millions of customers, Search&Browse, Cart&Checkout, Account, supporting applications to GCP (Google Cloud Platform).
- Managed Site Reliability (SRE) 24x7 for digital platform, tools and SLAs. Built triaging and escalation processes, dashboards and alerts. Continuous monitoring and profiling of the production systems and infrastructure. Processes for production incident alerting, triaging, resolving, reporting and approvals through change board for quick turnaround.
- Lead Performance engineering. Planning, coordination and execution of performance engineering strategy and testing of complex auto-scaling, high availability microservices in google cloud (Google Cloud Platform, Google Kubernetes Engine). Includes load testing, stress testing, longevity testing, spike testing, failure and disaster recovery testing and front end optimization (client or browser performance testing). Strong emphasis on root cause analysis using multitude of measurement, monitoring and application performance management tools.
- Experience working through maze of complex IT environment: in-house, outsourced, public and hybrid cloud. Working with offshore, onsite, vendors and FTE, engineering, and external solution providers like APIGEE, Akamai, PnF, others.
- Led Capacity & Infrastructure Planning: Leveraged results of the performance tests and site performance for sizing and design of the infrastructure and application components.
- Optimized cloud cost by daily automated up/downscaling of GCP platform based on sales forecast
- Release Manager (2 months) - managed release process and Change Approval Board for Production Deployment. Blue/green deployment model used.
- Tech stack: GCP, AWS (Apigee migration from AWS to GCP), Docker, Kubernetes GKE, Redis, MongoDB, MySQL, MySQL NDB, Google Spanner DB, Akamai, Apigee, Kafka, Big Query, Spark, HA-Proxy, Nginx, Springboot, nodejs, Java, Okta, Jira, Confluence. Agile & Scrum. Tools (APM, Logging & others): NetDiagnostics, Splunk, NetForest, NetVision, Google Stack Driver, Grafana, NetStorm, NetOcean, NetCloud, AI/ML based alerting & autoRCA systems.

#### **On Sabbatical, Fremont, CA**

Oct 2016 – Oct 2017

#### **UnMail (Startup), Chennai, India**

Apr 2014 – Sep 2016

#### **Co-Founder, Technology Leader Engineering, delivery**

Enterprise Social Network - Collaboration at Work platform. Operational efficiency, knowledge sharing, simplified and automated business processes, employee engagement. 12% effort reduction, zero emails, 75% onboarding time reduction, improved customer experience. Competition: Slack, Yammer.

SaaS offering on NTT Cloud & IBM Connections. Built a team from 3 to 15 for engineering & operations. Mobile App. Built a strong pipeline within 6 months of launch; onboarded 3 customers with 20K+ users.

#### **Polaris Financial Technology Limited/Intellect Design Arena Limited, Chennai, India**

Jun 2008 – Sep 2016

#### **Senior Technology Leader Digital Transformation, Technology evangelist, Engineering, Global delivery**

Global software outsourcing company with 450M+ revenue; 12000+ professionals; delivered solutions and services across Americas, Europe, APAC, Australia Middle East and Africa. Virtusa acquired Polaris in 2016.

- Managed technology needs for customers with a dispersed team of employees and contractors across multiple locations; \$100M+ deliveries.
- SaaS/Cloud Design and Operations: AWS, IBM, Oracle, NTT (IaaS). Retail banking products for 38 banks with up to 490 branches. Helped win the largest SaaS engagement and turned it profitable.
- Built sales CRM for SJP using Mobility framework; SJP became one of the top 10 accounts.
- Security Products: Identity and Access Management. 90% Polaris solutions had ID/AM products.
- Integration Product: Payments Hub to Barclays, Customer on-boarding hub to BMO. Embedded in 70M+ solutions.
- Enterprise Architecture & Technology CoEs: SOA, Cloud, Mobility, Security, Performance Engineering, Data Strategy.
- CI/CD: Initiated and automated build and testing for all customer development projects with Jenkins, SVN and Selenium - 10000 developers & 1600 projects.
- Merger & Acquisition: 4 acquisitions: SEEC, LaserSoft, IndigoTx, IdenTrust and 2 Demergers: Intellect, IdenTrust.
- Managed enterprise systems: MS-Dynamics, PeopleSoft HRMS, Forecasting, PeopleSoft Financials, Early warning system, Analytics; Managed Infrastructure: cloud, data centers, network, security, VoIP, servers, storage, NOC, SOC; with annual budget of \$40m.
- Reduced IT costs by 14% and IT calls by 26% with improved processes, automation and infrastructure.
- Supported Information Security, Audit, Compliance, Risk assessment, BCP, DR, governance, 27K, 9K, PCI.
- Provided solution, delivery and operations support for retail, corporate and investment banking sectors for Citi, JPMC, Barclays, NBAD, Mashreq, ANZ, BMO among others. Helped win several large deals. JPMC's first engagement of Time Deposit and Liquidity solution. Turned JPMC into the 2<sup>nd</sup> largest account for Polaris.
- Lead Technology Investment Board and member customer steering committees.

**Oracle Corp., Redwood Shores, CA**

2004 –2008

**Principal Member of Technical Staff, High Availability Systems, Engineering**

Managed product engineering and delivery of HA features across Oracle products.

- Database: Golden Gate, Data Guard, RAC (Active-Active and Active-Passive)
- Application Server: Active-Active and Active-Passive

Managed partner relationship with hardware, storage and load balancer vendors. Led MAA (Maximum Availability Architecture) for end-to-end enterprise HA for large enterprise customers such as eBay, Orange (UK).

**Infogain Corp., Los Gatos, CA**

2002 - 2004

**Program Manager and Senior Architect, Web applications, Portal and Integration Consulting**

Build and delivery of web applications and integration solutions using BEA and Tibco products with geographically distributed team. Managed multiple MM\$ projects.

Key Clients: HP, NetApp, Applied Materials, LSI Logic, Virgin Mobile UK, Qualcomm.

Key solutions: HP: Foundation Architecture Infrastructure integrates data from 70+ systems for enhanced customer experience with 360 degree customer view. NetApp: myNetApp.com, NetApp on the Web (NOW). Applied Materials: Employee Portal.

**Oracle (BEA Systems, Inc.), San Jose, CA**

1997 - 2002

**Managing Principal, Consulting**

Program Manager in core WebLogic consulting team; Made WebLogic a de facto industry standard.

Built and delivered high-performance, mission critical internet commerce (e-commerce) applications and integration solutions for Financial Services, High Tech and Telecommunications.

Key Clients: ETRADE, VISA, HP, Alltel, Genentech with 40 Architects and extended team of 300+ developers.

Key solutions: E-Trade: Built first largest internet trading system for US. Platform leveraged for E-Trade Australia, Sweden, FX. VISA: CCDR (Credit Card Data Repository). HP: Customer Experience Portal.

**Prior Experiences (US/ India): Fujitsu, CA; Syntel, CA; IBM, MN; TCIL Bellsouth, C-Dot, Usha Computers**

#### **Education:**

*Bachelor of Engineering in Electronics and Telecommunication*

*Delhi College of Engineering, Delhi University*

#### **Additional Information:**

Additional Skills: Java/J2EE, C/C++, Javascript, HTML5, extJS, jQuery, Spring, Jenkins, Puppet, Selenium, iOS, Android, PhoneGap, Dojo mobile JS, CSS, AJAX, JSON, REST, Solaris, AIX, Linux, Virtualization, WebLogic, WebSphere, jBoss, MySQL, Oracle, SQL Server, SIEM, DLP, servers, storage, networks...

Awards: IDC, Greyhound, CIO100, iCMG (Zachman) ... in Digital Transformation, Cloud, Mobile, Innovation, Green IT

Speaker: IBM USA, Greyhound, IMA Dubai, IMA Kathmandu, NTT, CIO100... in Digital, Mobile, Cloud, Social