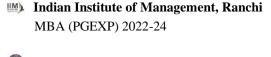# Rakesh R K Roy

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Summary

A customer-first-obsessed leader & a full-stack software professional; having over 17 years of expertise in various tech stacks. Has extensively worked on domains such as **CRM**, Storage, eCommerce, Education,Telecom, Retail, Digital Media/OTT, **Healthcare**, Finance and Supply Chain.

- An enabler, who has dexterity in problem prioritization and solving, change management, critical care, budgeting & **cost optimisation**.
- In-depth of policy framing, **creating market differentiator strategy/PoP-PoD**, **segmentation**, positioning, and product offerings. An attitude of giving importance to **outside the box thinking,** helped in coming with optimised solutions, such as at PFT.
- **Traversing through unknown territories**, dealing with ambiguities, keeping stakeholders & customers in confidence are natural virtues.
- A champion of **talents recruiting, nurturing** talents & setting high performing team. Dexterous in building University Relation and recruiting raw talents at an early stage. Fosters **continuous learning culture** through hack challenges and practices.
- Groomed over 60 trainees/freshers and **mentored over 50 senior technologists**.
- Implemented **Agile** holistic practices, streamlined **Dev,QE** & **DevOps** practices, implemented **CI/CD**, at PFT. M**itigated duplicity waste**, which **saved cost by 40%.**
- Built up 360 **dynamic Dashboard** for stakeholders, which captures metrics i.e. features dev stage, code /resilience coverage, Automation percentage, Defects & Release status.
- A strategic action-er who is adept in applying **Agile/SAFE(certified Scrum Master)** practices, streamlining **Dev, QE** & **DevOps/SRE** practices, implementing **CI/CD**, & re-tuning the Release management and customer support practices. Expertise in **mitigating waste** at each stage of SDLC.
- Dexter in SOPs and OKRs framing, envision operationalization goal and appraisal matrix.
- Has the unique advantage of working from **Start-ups** to top-notch companies (i.e. **Salesforce,** *HPE, Intuit, GE*) to consulting(**Capgemini**) firms.
- Has exposure of working in the **UK, Hong Kong, Sweden, and Germany,** and knows the crux of leading geographically distributed teams.
- Has dexter in **productization, roadmap and Integration**. Successfully built up the pipeline to integrate Intuit's **QuickBooks product to Salesforce Service/Care** cloud. We tackled multiple diverse layers CDN, (Service Mesh layer/ API Gateway/Auth layer) diversity of data models etc.
- Setup engineering team & established the process at a start-up and re-built the CoE at Capgemini Successfully delivered large enterprise applications at PFT(**migrated to Azure).**
- Enabled team on HPE Green Lake, **AWS, Azure**. Sound exposure in **solution designing using** OOD pattern and full-stack architecting.
- Good exposure on **OpenAI,** Big Data and **Machine learning**(ML) using Python
- Optimized content search using **Elastic Search** and enabling through **AI/ML**
- In-depth hands-on exposure on **Python** and **Java 8/11/17** coding and its memory management. Used various frameworks, tools, IDE and repos-**Spring boot, Django, Github**, Eclipse, **Pycharm, Anaconda**, **Visual Studio**, Jenkins.
- Hands-on experience of setting **Microservices** Apache **Kafka-cluster,Oracle,NoSql**
- Delivered multiple projects using web stack Html,**JavaScript, JSP, NodeJS, React**
- Worked on various **middleware-** wildfly, Apache HTTP, Tomcat & **REDIS**.
- Redesigned & implemented automation framework, Jmeter, **Grafana, New Relic, Splunk**.
- Sound exposure of platform containerization and using **Docker, Kubernetes, & Ansible.**
- Spearheaded team to work on omnichannel(mobile) features development.
- Ensured **Security vulnerability identification and** threat modelling in SDLC.
- Active contributor for **Innovation stream** and **developed new Ideas** at HPE.
- Actively work for tech community growth, given **guest lectures on contemporary tech stacks at** various engineering colleges **(i.e. Shiv Nadar, Bennett** University**), across India**.
- **'Times Group'** has published an article about Rakesh's tech session.
- Awarded as Community champion at Intuit, Bangalore.
- University Chess Champion at University of Jammu.

Education

Indian Institute of Management, Ranchi
MBA (PGEXP) 2022-24

Birla Institute of Technology and Science, Pilani
MS (Master of Science)

University of Jammu
MCA (Master of Computer Science & Application)

Vinoba Bhave University
Bachelor of Science

Experience

Manager/LMTS
Salesforce
Jun 2022 - till

Salesforce is known for its No1 CRM platform and various applications/offerings.

Being the customers' need ambassador and evangelist product as customer's true requirement. Take care of End-to-end product/s ownership, customer issues handling/troubleshooting and spearhead in each phase (designing, architecting, coding, production) of SDLC.

Working for multiple **Industry** specific (i.e. Education, Public Sector, Marketplace,) and **CPQ** offerings and productization. **Work closely with Product Owners, Architects, QE, Operations team** and frequently takes customers feedback to build the best offering roadmap and deliverables. Refining backlogs, leading scrum teams, ensuring timely features development/test and deployment are key aspects.

Mentoring the team/engineers, Project/sprint planning, Leading scrum, Code review/coding are some of the works.

Spearheading Innovation and actively participating in hackathons.

We are up to date on Agile practice and use some cutting-edge techs -cloud compute, AWS, AI/ML, Java, Python, SOQL, NodeJs, React, Kafka Splunk, Grafana, JMeter, Soleil and so.
Building/fine-tuning resilient CI/CD pipeline for Dev,QE/DevOps through Jenkins, GitHub, AWS offerings.
Ensuring product offerings through omni-channels. Inspiring team for innovation and value-added work.

Tech Expert/Manager
Hewlett Packard Enterprise
Jun 2018 - Jun 2022

Worked at HP Enterprise R&D, Blr for its mission-critical products. HPE has been known for best-of- breed storage solutions i.e., NonStop servers, Flash storage, 3PAR, Memory driven.
computing and many more.
Had **successfully onboarded** OpenJDK, **WildFly**, **REDIS, Apache HTTP, Web Socket, ActiveMQ** to our **NonStop platform.**
 Also involved in re/designing of processor optimization, kernel level thread utilization, disk storage. Engaged in the product roadmap, architecting, capacity planning, code review, and tuning.
Project planning, resource optimization, hiring, mentoring, Company-universities talent grooming workshop, & Innovation were other key engagements.

Manager

🌀 **Prime Focus Technologies**

Mar 2017 - Jun 2018

PFT is an industry leader in digital media, content (video/text/mp4/..) management, and the live streaming domain. Its product -Cloud MAM, Broadcast Cloud, Productions Cloud, DAX Production Cloud are used by clients i.e., Star, Viacom, Disney, Warner Brothers, Sony, CA, Amazon Prime, and many more. Some of the exciting work we did -**spearheaded on-boarding from in-premises to to MS Azure cloud** and before that coming with all architecting onboarding roadmap, platform optimization and approach for web and mobile applications. Resizing/fine-tuning various layers- CDN, proxy, Load Balancer, DR/HA and fine-tuning the streaming servers, implementing robust security practices, threat modeling, bringing CI/CD through automation.

In this role, was leading a highly engaged large team of over 25 engineers. Product Roadmap, cross functional collaboration, dealing with ambiguities and leading the project to successful releases.

Recruiting talents, appraisal, team budget were other key aspects of my role.

Various tech stacks used during this journey were MS Azure cloud platform, GPU based server performance enhancer, Nginx, Wowza, JMeter, Burp, git & JIRA.

Senior Manager

⚙️ **Saltside**

May 2016 - Mar 2017

Saltside is a technology startup that has awesome e-commerce-B2B, B2C Products (for online marketplace) that serve the underutilized markets of the world i.e. Sri Lanka, Bangladesh, Ghana and Nigeria. Millions of users in these markets use our portal/App for buying/selling. We on-boarded to Amazon AWS cloud and my team was instrumental in fine-tuning the tech ecosystem around it.

Since, it's a startup, had multiple role to play- set up and intensify the whole ecosystem of performance engineering & Dev-ops, android and iOS mobile product offering. Enabled CI pipeline, automation everywhere for web and mobile apps, benchmarked the application throughput under stress condition/s.

Our tech eco system was- AWS platform, Android/iOS for app, Docker, Mongo, Kafka, GitHub, Jenkins, Buildkites

I had the **opportunity to set up the whole team** & process and enable them to do the best of work/s.

Manager(M2)

INTUIT **Intuit**

Jan 2014 - May 2016

Got the opportunity to work for Intuit's QuickBooks, Billing platform.

& messaging Platform application and integrating it with Salesforce service cloud. Ensuring seamless integration was core responsibility. Fine tuning of Web services and UIs, applying best practices, rolling up the sleeves and dirtying the hands with code. Was instrumental in setting cross-geography team & enabled engineering collaboration for a big release at Intuit.

In this role, was leading a team of over 10+ smart technologists.

Mentoring and coaching team member/s, aligning individual/team goals with organizational goals, appraisal, applying best practices of agile scrum model, recruitment etc. were part of my responsibilities' stack- Java, Micro-services, Java, REST, Splunk, New Relic, Silk Performer, JIRA, Jenkins, GitHub.

Architect

📍 **IBS Software**

Feb 2013 - Jan 2014

IBS has some of the best products for the Aviation industry. It has a product; iCargo which is one of the best products for the Cargo industry. We were implementing iCargo, to Lufthansa's ecosystem for handling all Cargo related works. Lufthansa Cargo had more than 50 interfaces, which would communicate with the IBS iCargo application. This project was one of very complex and dynamic in nature.

Role was to ensure the iCargo application throughout remains within the SLA, in such a complex 5environment. To ensure the above I used to have several discussing/brainstorming requirements with the customer, PM, operation team, Dev team, network team, DB team. Came up with right framework, Capacity planning proposal, End user scenario designing, and server monitoring/fine-tuning mechanism. Lead and mentored the team at Lufthansa, Germany.

Manager
Capgemini

Aug 2007 - Feb 2013

Have worked for multiple complex projects/products during this tenure and at multiple geographies/locations (Sweden, UK, HK along with India).Worked for IKEA, Frontier Communications, Lowes', Royal Mail Group, Matalan and Cathay pacific-HongKong.

Has **took various roles during this tenure**-**Engineering Account Manager, Program Manager**, Performance Manager and Architect.

In this tenure have worked on various tech stacks i.e. Java, Python, .Net framework, Web Services-REST/SOAP, MQs, Jboss on middleware side; HTML, AJAX on Front end, Oracle.

Had the opportunity to lead a big team of talented people and help them in their professional growth. Few of the clients, for whom I directly worked for their product development/optimization, implementation is-

Senior Engineer
GE HealthCare

Aug 2006 - Aug 2007

Picture Archiving and Communication System (PACS) is used primarily in the radiology departments to store and display digital images acquired by scanners/modalities in DICOM format. Centricity PACS is at the heart of GE's integrated approach to improving radiology workflow.

When integrated with Centricity RIS, it creates a single powerful workflow engine. Centricity RIS/PACS that allows radiologists to access comprehensive patient information at a single workstation via a single login anywhere in the enterprise. Centricity PACS has the capability to consolidate storage infrastructure and image distribution for both radiology and cardiology.

Responsibilities were to develop unit test, module code and so on.

Senior Engineer
SymphonyTeleca

Apr 2005 - Aug 2006

Had worked on Yahoo Kingfisher project. Yahoo Kingfisher team was assigned to build and offer a comprehensive and feature-rich global infrastructure to internationals for managing the front pages. This infrastructure will offer a share of content across internationals (Yahoo Inc) allowing reusing what others have developed.

Earlier worked for Oracle Hyperion Financial Management, it is a comprehensive, Web-based application that delivers global financial consolidation, reporting and analysis in a single, highly scalable software solution. Some of my contributions were, developing scripts & suites, Unit test execution, reporting/presentation.

Software Engineer
Quark

Oct 2004 - Apr 2005

Quark is a leading provider of publishing software and solutions for customers of all sizes, whether professional designers, small and mid-sized businesses, or large organizations QuarkXPress, QCM is design software that lets anyone create and publish rich, compelling.

materials for print, the Web, e-readers, tablets, and other digital media in one easy-to-use tool â no coding or programming required.

Was working as software engineer and coding, unit test, debugging was core work.

Certifications

- Quick Agile certified Scrum Master.
- Python Data Structures and programming
- Kubernetes Engine from Google
- HP certified Performance Centre specialist.
- Certified on Object Oriented Design Patterns
- Python 5-star coder by Hacker Rank