

Summary

- 10+ years building Cloud Infrastructure and critical Tier-0 Distributed systems at Amazon and AWS.
- 5+ years Management and Leadership experience and passionate about coaching and developing other leaders.
- Deeply technical and hands on with system design, operations, monitoring and incident response management.

Experience

Software Development Manager

AWS Identity – Tags (2015 - to date)

I am the Leader for the Tags platform at AWS. Tags are used for resource organization, access control and fine grained billing. I have 21 engineer and 2 Manager reports and grew the team from 5 engineers in 2015. I own several critical services offering 99.99% availability and single digit ms latencies, serving 20 million tags/second worldwide.

- Responsible for overall Charter including Vision, Goals, Roadmap, Strategy and Execution for Tagging at AWS
- Influenced across AWS to adopt Tags as a new AWS Public Service Launch Requirement.
- Increased adoption of Tags from 15% (2016) to 95% (2020) of AWS Services. 180 AWS Services support Tags today.
- Drove a Consistent Customer experience with standardized tooling, libraries, test suites and auditing mechanisms.
- Improved the speed of onboarding to the Tags platform from 20 weeks to 4 weeks of effort for teams.
- Launched Tag Policies at AWS re:Invent 2019, enabling enterprises to develop a centralized tagging standard.
- Eliminated operational pain by reducing High severity tickets from 30 to less than 5 per week by investing in a culture of operational excellence, root cause analysis, point and click tooling, and proactive ticket triage.
- Reduced outages by 50% YoY from 2017 to 2020 by encouraging a culture of continuous delivery, feature parity in all regions, automated region builds, automatic rollback based on alarms, staged rollouts, OneBoxes, Canaries etc.
- Spearheaded cost reduction of 5M\$ in 2019 by simplifying architecture, deprecating legacy services, migrating to cost efficient hardware and releasing idle hardware.

Senior Software Development Engineer

AWS Platform – Tags (2013 – 2015)

- Team lead for AWS Tags and overseeing the development and architecture of core services for the platform
- Delivered a Tier-0 Service to store and serve Tags/Meta-Data for Resources on behalf of all AWS Services. The service is on the critical call path for AWS resource creation, retrieval and authentication. I also created a tag data Replication mechanism which received a Patent for ensuring consistency of data between two distributed systems.
- Built a Discovery Service, enabling customers to organize their resources via Tags. Received a patent for building a Global query capability that fetches tags from any region where the calling user had resources.

Software Development Engineer

AWS EC2 – Network Health (2011 – 2013)

- Built a benchmarking suite to measure performance and identify bottlenecks in the AWS network.

Software Development Engineer Intern

Amazon.com (2008 – 2010)

- Built the "Buy a Physical magazine and Get discounted Kindle subscription" feature.
- Launched a new Customer Support Portal for Kindle for the second gen launch.
- Redesigned Amazon's Host Monitoring service and eliminated bottlenecks.

Education

Bachelor of Computer Science (BSc)

University of Waterloo