

**Summary:**

Resourceful, determined leader offering almost a decade of experience in engineering, managing & delivering infrastructure in the form of PaaS to support software development teams. Capable of analyzing and managing critical business requirements while mentoring teams to strive for engineering excellence in execution. Consistently driving solutions to enhance operational efficiency for large enterprises by delivering and managing critical middleware infrastructure such as API Gateways, SOA technologies and caching products.

**Employment:**

**Sr. Engineering Manager**

**Cigna**

**May 2020 – Present**

**Engineering Manager**

**March 2019 – May 2020**

Leader of Middleware's Integration Services & API Management team. Responsible for the Engineering, Delivery, and Operations related to critical middleware infrastructure.

- Increased efficiency by implementing new processes (such as: code reviews, SOPs, resiliency testing) and leading regular meetings amongst the organization
- Led an enterprise-wide initiative to upgrade the Layer7 API Gateway, ensuring compliance with support contracts and doubling infrastructure to increase bandwidth and offer high-availability. Successfully completed the project two months ahead of schedule and without any errors or issues during Go-Live. Overcame challenges of coordinating and communicating with teams, driving commitment to testing and collaboration despite busy schedules
- Led an R&D initiative to evaluate and onboard a new API Management solution, resulting in enhanced service offerings and modernization of Cigna's API Gateway development. Successfully navigated challenges such as vendor evaluation and selection, and ensured alignment with financial and technological considerations
- Managed over \$2M in licensing allocations and provided regular updates to business leads to ensure contractual compliance and facilitated contract renegotiations
- Created and maintained disaster recovery plan and business continuity plans which later enabled two-hour turnaround in data recovery
- Responsible for recruitment in order to modernize our technological footprint and was able to hold a 90% retention rate of top talent

**Sr. Infrastructure Engineer**

**Cigna**

**March 2017 – March 2019**

Technical Lead in Operations for Application Integration Services team in order to provide stability for critical middleware infrastructure across multiple LOBs.

- Developed and implemented KPIs and enterprise SOPs across multiple environments and technologies, improving operational efficiency and reducing future impact to production deliverables
- Responsible for the administration of 500+ middleware-tiered infrastructure appliances and application servers
- Defined and implemented new standards for infrastructure processes and environments aligned to industry best practices that improved our security, reliability & resiliency, and provided project oversight for multiple middleware-tiers and software projects
- Led initiatives to improve monitoring capabilities and efficiency of daily workflows, resulting in a 40% reduction in missed SLAs and over 55% reduction in operations ticket volume

**Infrastructure Engineer (TECDP)**

**Cigna**

**January 2014 – March 2017**

Engineer on the Application Performance Management Team for an International Fortune 100 Healthcare Company.

- Assisted in the migration of IBM Tivoli for Performance Monitoring to CA APM Introscope across all applications in the enterprise
- Defined monitoring and metrics standards for JBoss EAP, WAS, and IIS agents, resulting in consistent monitoring practices throughout the enterprise

- Created standard and application-specific monitoring profiles and utilized systems management tools to diagnose application problems, improving troubleshooting processes
- Advised application teams on defining KPIs and developed multiple dashboards for high-level performance visibility
- Collaborated with a team to design and develop a custom web application using JavaScript and PHP, which significantly improved the efficiency of daily workflows
- Served as a technical lead for onboarding new hires to the Systems Management tool and provided necessary training, ensuring smooth knowledge transfer and consistent usage of the tool
- Defined standards for Aternity Infrastructure, including hardware and software requirements, deployment processes, and maintenance procedures, ensuring consistency and reliability across the enterprise
- Experience in administering Windows Server 2003 – 2012, Red Hat Enterprise 5 – 7, and Solaris 11 environments

**Education:**

**Bachelors of Science, Information Sciences & Technology, May 2011**

Temple University, Philadelphia, PA

**Professional Training:**

**Red Hat:**

DO180 – OpenShift I: Containers & Kubernetes

DO280 – OpenShift Administration II

**AWS:**

Certified: AWS Cloud Practitioner

Certified: AWS Solutions Architect – Associate

**References & other work experience available upon request**