SAURABH TYAGI

SENIOR MANAGER - ENGINEERING @ ULTIMATE KRONOS GROUP (UKG)

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~ SAAS PRODUCT DEVELOPMENT | PERFORMANCE ENGINEERING | CLOUD MIGRATION | TECHNICAL STRATEGY & PLANNING ~

⚙ TECHNICAL SKILLS

Dev Platforms: .Net, Java, Node.JS, C, C++
Backend Techs: Oracle, MS SQL Server, Postgres, Cassandra & MySQL
Tools: LoadRunner, JMeter, Fiddler & Neoload
Profilers: Dynatrace, Splunk, AppDynamics & Datadog
Cloud Tech: Google Cloud Platform

🧠 SKILL SETS

Strategic Planning

Performance Engineering

SaaS Product Development

Site Reliability Engineering (SRE)

Code Optimization

AI/ML Capability Implementation

Dev-Ops / CI CD Implementation

Team Management

CoE Establishment

Infrastructure Optimization

Project Management

Google Cloud Management

API/Microservice Management

Risk Management

Cross-functional Coordination

Training & Development

👤 ACADEMIC

B. Tech (Honours) in Computer Engineering | MD University, Rohtak, Haryana | 2002

🎖 PROFILE SYNOPSIS

Living Proof Award for aspiring excellence || Employee of the Month || Shining Star Team Award || **People's Leader Nominee:** Earned multiple nominations for the "People's Leader" Award

Seasoned technology leader with deep expertise in **software engineering and IT delivery**, specializing in architecting and optimizing SaaS Application through Application Development, **Performance Engineering**, **cloud migration, DevOps, and SRE practices**. Proven record in end-to-end **software lifecycle management**, with a keen focus on **code development, performance optimization**, and strategic deployment of AI/ML implementations. Proficient in containeriz**ation technologies** such as Kubernetes, with a focus on scalability, reliability, and infrastructure cost optimization. Possess substantial domain experience in **Finance and Human Capital Management**, enhancing organizational efficiency and driving technology solutions that support business objectives.

Strategic thinker, excels in establishing **Centres of Excellence (COEs)** to advance engineering practices & leading **agile transformation** initiatives that enhance application availability. Excellence in delivering **large-scale IT solutions** across diverse projects and managing **diverse global teams while** overseeing **training programs** to enhance skills & drive organizational growth.

CERTIFICATIONS & COURSES: ❑ **Certification in "Leadership in AI'** | Indian School of Business, Hyderabad | 2024 ❑ **HP-AIS certification in LoadRunner 9.0** ❑ **International Software Testing and Quality Board (ISTQB)**

💼 CAREER CONTOUR

Senior Manager - Engineering | Ultimate Kronos Group | Dec. 2016 – Present
Project Handled: UKG Pro, Workforce Dimension

- ➲ **SaaS Platform Growth:** Develop and scale SaaS-based enterprise platform, supporting <**5 million users** globally, achieving **99.9%** uptime and **40%** year-over-year growth.
- ➲ **Team Expansion:** Transformed team structure by expanding oversight **from 8 to 20+** direct reports managing **40+** products through process improvement.
- ➲ **Productivity Enhancement:** Implemented extensive observability and Alerting algorithms for production monitoring, reducing manual efforts and boosting team productivity **by 40-60%** through automation.

Application Development and System Modernization
- ▪ **Delivery Governance:** Oversaw delivery of enterprise solutions, liaising with product, Security & Engineering teams to ensure regulatory compliance.
- ▪ **Legacy System Modernization**: Direct the migration of legacy systems to modern architectures using Java and EDB Postgres, elevating system maintainability and scalability to meet current and future business needs.

Performance Engineering & Optimization
- ▪ **Performance Engineering**: Handle a performance engineering team of **20+** engineers across UKG products Suit running on Segment leading platforms like ForgeRock – OpenAM, OpenText – BIRT, and Google – Apigee, ensuring exceptional system performance, scalability.
- ▪ **Performance Analysis:** Perform performance diagnostics using New Relic and Dynatrace, applying strategic tuning methods such as database query optimization, code refinement, and server configuration adjustments to enhance overall efficiency.

Site Reliability Engineering (SRE)
- ▪ **Reliability Engineering Leadership:** Directed SRE team responsible for ensuring 99.99% uptime across enterprise applications, achieving zero major outages over the past year

- **Automated Incident Response:** Designed and implemented automated incident response systems, reducing Mean Time to Resolution (MTTR) by **50%** and minimizing manual intervention in high-severity incidents.
- **Monitoring & Observability Enhancements:** Led the integration of modern observability tools (e.g., Grafana, Prometheus, Datadog), resulting in a 40% increase in system visibility and enabling predictive alerting that reduced downtime by 25%.
- **SLI/SLO & SLA Management:** Defined and managed Service Level Indicators (SLIs) and Service Level Objectives (SLOs) in alignment with customer SLAs, significantly improving customer satisfaction and reducing penalties associated with SLA breaches.

Cloud Management and Automation
- **CI/CD & Development Automation:** Spearheaded the implementation and optimization of CI/CD pipelines using Jenkins, streamlining Java-based development workflows to accelerate deployment times, enhance system reliability, and reduce manual interventions.
- **RESTful APIs for Enhanced Connectivity**: Lead API and web service integration projects with Java and Node.js, guiding a team of managers and architects to ensure seamless communication and data flow across distributed systems.
- **AI/ML & Generative AI Integration:** Spearhead the deployment of advanced Artificial Intelligence, Machine Learning, and Generative AI technologies within the existing SaaS product suite to enhance functionality, performance, and personalization. Led initiatives that leveraged GenAI models for predictive analytics, automated customer support, and dynamic content generation
- **Google Cloud Application Management**: Manage and optimize cloud-based SaaS applications to guarantee high availability, exceptional performance, and cost-effectiveness utilizing tools like Splunk, Datadog, and Dynatrace for insightful, data-driven optimizations.

Team Development and Leadership
- **Multi-Disciplinary Team Development:** Expand team capabilities beyond a single technology vertical to encompass Performance Engineering, DevOps, Software Development, and Production Monitoring, optimizing skill diversity and cross-functional alignment.
- **Senior Leadership Guidance:** Guide a seasoned team of **20+** senior ICs and managers with 10+ years of average experience, fostering continuous development, mentorship, and high-impact project execution.

Technical Architect | HCL Technology | Sept. 2014 – Dec. 2016
Project Handled: Den Norske Bank

- ➲ **Application Performance Enhancement:** Drove a **30%** enhancement in application performance metrics, such as response time and throughput. Drove initiatives to optimize application performance through cross-functional collaboration, identifying bottlenecks, and refining infrastructure sizing for enhanced operational efficiency.
- ➲ **Risk Mitigation:** Successfully mitigated **over 99% of** identified project risks, ensuring project timelines remained intact.
- ➲ **Strategic Bid Management:** Rendered strategic support for new RFPs, leveraging performance engineering insights to strengthen bid submissions, aligning technical solutions with client requirements and overarching business objectives.
- **Technical Representation;** Advocated for sales bids pertaining to large-scale consulting and software projects to influence decisions.
- **Cloud Migration Leadership:** Orchestrated a successful migration from virtual machines to cloud platforms for De-Norway Bank in Oslo.

Project Manager | Fiserv India | Oct. 2007 – Sept. 2014
Project Handled: Fiserv Product Suite (Signature Core Banking, Aperio, Teller)

- ➲ **On Time Delivery:** Established technical Centre of Excellence (CoEs), achieving a **99%** on-time delivery rate and boosting client satisfaction & retention.
- ➲ **Expense Reduction:** Realized a **20%** reduction in operational expenses through strategic vendor negotiations and resource optimization.
- ➲ **Productivity Enhancement:** Increased team productivity **by 40%** through targeted training and development programs, resulting in higher project efficiency.
- **Cross-Functional Leadership:** Led diverse product teams of **35+** senior associates, driving collaboration and project success.
- **COE Establishment**: Set up technical Centres of Excellence (COEs) and led engineering practices for multiple banking products.
- **Core Banking Application Development**: Oversee development of a Core and Corporate Banking application using Microsoft .NET and MS SQL Server, enhancing operational efficiency.
- **Customer Onboarding:** Implemented Fiserv products for major banks, including Bank of Queensland and Hudson Valley Bank, ensuring seamless integration while leveraging specialized expertise in the American banking system to enhance customer onboarding processes.
- **Legacy System Migration:** Directed the migration of Core Banking from AS400 to IBM HATS, modernizing user interface.

📊 EARLY CAREER

Software Specialist | Sopra Steria Limited (Project Handled: Barclays Bank, Marks & Spencer's) | **Nov. 2004 – Oct. 2007**
Project Engineer | Wipro Tech (Project Handled: JP Morgan Chase Bank) | **May 2004 – Nov. 2004**
Software Engineer | GlobalLogic (Project Handled: Club Networks) | **Aug. 2002 – May 2004**

🗓 EXTRAMURAL ENGAGEMENTS

- Developed and launched a website for a personal network, showcasing professional web development skills (Link)
- Delivered over 200 hours of specialized corporate training on LoadRunner, NeoLoad, JMeter, Dynatrace, and Datadog for esteemed organizations, including Birla Soft, Coforge, and Deloitte.