

RAJEEV KUMAR

Software Engineering Manager |
Enterprise Application Modernization |
Cloud Native | AI-Enabled Engineering |
People & Technology Strategist



mr.rajeevkumar@gmail.com



+91 9650667365



https://rajeevkumar.net/

IT Industry Experience: 19 Years

- ➔ **Amdocs:** 23rd June 2008 – Till now
- ➔ **Sapient:** 29th Jan 2007 – 20th June 2008

CORE COMPETENCIES

- ➔ Software Delivery, Project Management & Governance
- ➔ Agentic AI / SDLC for efficiency gain
- ➔ Agile Scrum & SAFe Program Leadership
- ➔ **AWS Technical Accreditation, SAFe 5.0 Certified Professional**
- ➔ DevOps Strategy & Operation Oversight
- ➔ Requirement Gathering, SOW & Functional Specification
- ➔ Quality & Compliance Governance
- ➔ Business Planning, Project scheduling, budgeting, and cost control
- ➔ Risk & Dependencies Governance
- ➔ Client Relationship Management & Stakeholder Engagement
- ➔ Executive Reporting & Performance Metrics Analysis
- ➔ Talent Acquisition & Workforce Enabler
- ➔ People leadership & Team Development
- ➔ Cross-Functional Collaboration & Change Management

TECHNICAL SKILLS

- ➔ **Programming:** Java/J2EE, PHP, Python, PL/SQL, Servlets, HTML, Unix shell script
- ➔ **Architecture:** Microservices, Monolith, REST, Event-Driven, Distributed Systems
- ➔ **Cloud & Containers:** AWS, Docker, Kubernetes (K8s)
- ➔ **Messaging & Integration:** Kafka, ES
- ➔ **AI Modernisation:** GitHub Copilot, Cursor, Codex, n8n, RAG, Knowledge Graphs, Pinecone, Neo4j, Cypher
- ➔ **Servers & Middleware:** Oracle App Server (10g), Tomcat (5.0), WebLogic Server 8.1, Apache, ZooKeeper
- ➔ **Telecom BSS Platforms:** Amdocs CRM, Ordering, Digital, Charging
- ➔ **CI/CD Build & Release Automation:** Jenkins, Git, BitBucket, SVN
- ➔ **Database:** Postgres, Oracle, MySQL
- ➔ **Project tools:** mpp, Jira, Rally, Kanban
- ➔ **Monitoring tools:** Grafana, Prometheus

CAREER OBJECTIVE

Software Engineering Professional with 19+ years of progressive experience leading globally distributed cross-functional engineering teams and leveraging deep expertise in Amdocs BSS, Microservices and Cloud-Native Architecture, DevOps, and AI-driven engineering practices to design, lead, and strategically execute large-scale digital transformation initiatives that foster innovation and drive operational excellence.

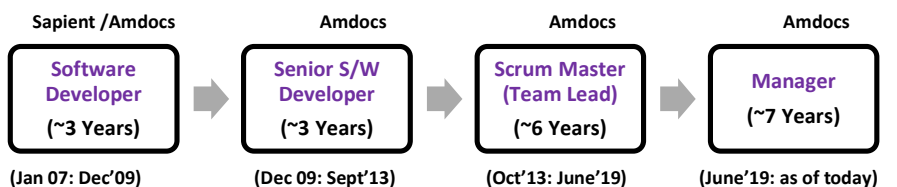
PROFILE SUMMARY

- ➔ Accomplished **Software Engineering Manager** with over **19 years** of experience in driving **large-scale product development (100M+ Subscribers)**, **BSS transformation**, **delivery excellence & stakeholder management** for more than a dozen global telecom engagements spread across **USA, Germany, Malaysia, South Korea and India**.
- ➔ Currently serving as **Software Development Manager at Amdocs**, leading **cross-functional teams of 50+ people** across multiple geographies and driving **multi-module delivery of Digital Transformation for Telecom Product and Services** across **CRM, Ordering, Billing, Microservices** solutions with complete accountability for strategy, execution, and client outcomes. **Managed engineering delivery for USD 10M annual engagements**.
- ➔ Governed delivery, **contract management**, T&M engagement, KPI/SLA management, executive reporting, and stakeholder alignment across large-scale telecom transformation programs with quality production deployment within multi-vendor environments.
- ➔ Represent Amdocs in customer governance forums, Steering Committees (SteerCo) & Review Boards, engaging with business leadership, PMO, and CXO stakeholders to drive account strategy, delivery governance, strategic alignment, and executive decision-making.
- ➔ Adept at **capacity building** and **scaling high-performing** cross-functional engineering teams through strategic workforce planning, **talent acquisition**, capability development, and operational risk mitigation to ensure delivery continuity and business resilience.
- ➔ Technologist with strong expertise in **Java/J2EE, Spring Boot, REST APIs, cloud & container platforms (AWS, Docker, Kubernetes)** enabling rapid and resilient digital transformations.
- ➔ Proven ability to align technology with **business strategy, architecture analysis, solution design, system modernization, cloud-native transformations and telecom BSS platforms, Amdocs CRM (v7.5 to 10.1)** enhancing customer experience and service performance.
- ➔ Expertise in **software delivery leadership, managing complex SDLC maturity initiatives across Agile and SAFe frameworks**, while embedding DevOps practices & AI-powered engineering excellence to enable scalability, automation, and quality.
- ➔ Led enterprise adoption of **AI-assisted & Agentic SDLC engineering** practices using Copilot, Cursor, Codex, and n8n to streamline development workflows improving engineering productivity by over **30%**, accelerating code reviews and reducing development effort.
- ➔ Explored RAG and Knowledge Graph architectures using **Pinecone** and **Neo4j**; gained hands-on experience with Cypher and FastAPI by developing an AI-assisted MVP for graph-based ingestion, persistence, and dependency visualization of complex configuration data.

KEY ACHIEVEMENTS

- ➔ Led a 50+ member engineering organization across multiple geographies.
- ➔ Delivered 12+ enterprise releases for 100M+ subscribers with 99.9% production stability.
- ➔ Directed engineering delivery for programs generating ~USD 10M in annual revenue.
- ➔ Improved engineering productivity by 30% through AI-assisted engineering development.
- ➔ Reduced deployment effort by 50% via DevOps transformation and CI/CD modernization.
- ➔ Reduced production incidents by 20% through architecture governance and engineering quality improvements.
- ➔ Championed optimization of existing processes, leading to a 15% reduction in operational costs and improved resource allocation.
- ➔ Architected and implemented a Microservices-based platform, enhancing deployment velocity, system scalability, and release stability across enterprise environments.

WORK EXPERIENCE



End-to-End Program Leadership

- ➔ Managed the complete software development lifecycle and delivery operations for a large-scale BSS transformation (100M+ subscribers) covering CRM, Ordering, Billing, and Charging systems.
- ➔ Managed engineering delivery for USD 10M annual engagements.
- ➔ Held strategic ownership of planning, execution, performance tracking, and stakeholder alignment across all delivery modules.
- ➔ Delivered 12+ enterprise releases, ensuring timely delivery of high-quality, business-aligned solutions while maintaining 99.9% production stability and adherence to contractual commitments.
- ➔ Governed program-level risks, issues, assumptions, and dependencies (RAID), driving mitigation actions and tracking critical items through closure.

Client Engagement & Governance

- ➔ Represented delivery functions in client-facing governance forums, Account Cabinet and Steer-co / Strategic Review Boards (Client's CIO & CTO's).
- ➔ Delivered performance dashboards, DevOps metrics, and quality scorecards to internal leadership and client executives.
- ➔ Ensured proactive communication and alignment on delivery KPIs, risks, and program milestones on monthly basis with CXO-level stakeholders.

Contract & Engagement Management

- ➔ Played pivotal role in securing 5 Years Time & Material (T&M) contracts by contributing to delivery schedules, KPIs, and SLAs. (30MM Per Month / 5Yrs)
- ➔ Defined engagement models, delivery governance structures, performance tracking mechanisms to ensure accountability and transparency.

People Management & Organizational Development

- ➔ Led and scaled a 50+ member cross-functional engineering team, including leads and mid-level managers spread across multiple geographic locations.
- ➔ Oversaw workforce planning, capacity forecasting, performance reviews, and team structuring matching with delivery needs.
- ➔ Directed talent acquisition efforts, conducted interviews, and facilitated onboarding and training to support business growth.
- ➔ Drove internal capability-building initiatives and structured learning interventions to strengthen team competency.
- ➔ Mentored & coached engineers to improve technical depth, coding standards, and delivery quality, resulting in improved team productivity.

Enterprise Alignment & Strategic Impact

- ➔ Contributed to business forums and leadership discussions on process enhancements, delivery risk management, and resource planning.
- ➔ Aligned delivery functions with strategic business goals, ensuring operational efficiency and value creation across the account.
- ➔ Drove organizational initiatives focused on GenAI initiatives, innovation, capability alignment, and long-term client engagement.

Technical Delivery Oversight

- ➔ Oversaw technical design, development, and deployment of Amdocs CRM (v7.5 to 10.1) for more than a dozen Telecom Partners.
- ➔ Conducted architecture reviews, provided oversight for system scalability, reliability, and maintainability resulting in a 20% reduction in prod incidents.
- ➔ Harmonized technical capabilities with business needs, ensuring robust telecom-grade application performance.
- ➔ Led end-to-end technical engagement from project initiation through SOW definition, System Design, High-Level Design (HLD), Low-Level Design (LLD), architecture governance, technical design reviews, and engineering decision-making, delivering scalable, resilient, and maintainable enterprise applications aligned with business and technology roadmaps.
- ➔ **Championed engineering best practices** including code reviews, design standards, API governance, performance optimization, and secure coding across cross-functional development teams.
- ➔ **Improved production reliability by 20%** through architecture modernization, scalability enhancements, proactive performance tuning, observability.

Release Management, DevOps & Quality Governance

- ➔ Directed DevOps and CI/CD governance including integration, monitoring of Jenkins pipelines leading to ~50% reduction in deployment effort
- ➔ Established release governance, deployment schedules, production readiness reviews, and rollback strategies, maintaining 99.9% production stability.
- ➔ Governed cross-functional release dependencies, change requests, and deployment risks across CRM, Ordering, Billing and cloud-native microservices.
- ➔ Drove structured root cause analysis (RCA) and enforced lessons learned (LL) processes for continuous improvement.
- ➔ Promoted a zero-defect culture by embedding automated quality gates, tracking metrics & quality indicators, and early defect detection into workflows.
- ➔ **Provided executive release dashboards and deployment status updates** to engineering leadership and customer stakeholders, ensuring transparency on milestones, risks, and delivery commitments.

Agile & SAFe Execution

- ➔ Executed projects using Agile practices (Scrum, Kanban, Jira) and scaled Agile implementation through SAFe methodology for more than 10 projects.
- ➔ Led Agile/SAFe program execution supporting PI planning, backlog prioritization, user-story refinement, sprint readiness, capacity planning, and cross-team dependency management. Collaborated with Product Owners and business analysts to define and refine user stories, backlogs, and sprint scopes.
- ➔ Facilitated Agile ceremonies, sprint planning, and team retrospectives to align deliveries with evolving client priorities.

Sapient Corporation, Gurgaon, India | Associate – Technology | January 2007 – June 2008 | System Developer & Infrastructure Owner (LAMPP Stack)

Project: Burda-Digital (Europe) – Web 2.0 Portal (Recipes & Fashion)

- ➔ Developed and maintained a user-driven web portal enabling content upload and media sharing, improving customer engagement and platform utility.
- ➔ Automated build and deployment processes applied UNIX shell scripting, SVN version control, and CRON jobs.
- ➔ Integrated Yahoo User Interface (YUI) and implemented HTTP token response handling for real-time feedback mechanisms.

ACADEMIC DETAILS

- ➔ **Executive Post Graduate Certificate in Business Management**, IMT Ghaziabad (2010–2012)
- ➔ **B.Tech. (Information Technology – Honours)**, IIIT Allahabad | CGPA: 9.09/10 (2003–2006)
- ➔ **Senior Secondary and Secondary Schooling**, Sainik School Tilaiya | 2001 & 1999
- ➔ **NTSE Scholar** – National Talent Search Examination (1999)

INTERNATIONAL EXPOSURE

- ➔ USA (St. Louis & Seattle) – AT&T, Clearwire
- ➔ Malaysia (Kuala Lumpur) – Maxis, Astro
- ➔ Germany (Nuremberg) – Cortal Consors
- ➔ South Korea (Seoul) – Korea Telecom

Hobbies

- ➔ Yoga (Certified Yoga Trainer): Boosts mental clarity and emotional resilience, enabling calm, effective decisions under pressure.
- ➔ Avid Reader of Management Literature & Case Studies – Refines strategic thinking and leadership through real-world insights.

PERSONAL DETAILS

- ➔ Address: Gurgaon, Haryana
- ➔ Languages Known: English, Hindi
- ➔ LinkedIn: <https://www.linkedin.com/in/rajeev-kumar-3806/>