

JEIMANSINGGAM JEYASINGAM

Platform Services Lead & Cloud Proficient (AWS, Azure)



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Areas of Strength and Interest:

- Amazon Web Services
- Microsoft Azure
- Cloud & App Architecture
- Cloud Automation
- GitOps
- Terraform
- Solution Engineering
- Serverless Architecture
- DevOps & Platform

Skills: Amazon Web Services, AWS Lambda, AWS SQS, AWS SNS, S3, AWS API Gateway, Terraform, Dynatrace, ServiceNow, Datadog, Microsoft Azure, Azure DevOps, Major CI platforms, Datadog, Linux, Azure PowerShell, Serverless Platforms, IaC, Ansible, Docker, Nginx, Redis, Shell Scripting (Bash), Backend Services (Vue.js, Node.js, MySQL, PostgreSQL)

EDUCATION

Oxford Brookes University, Oxford, United Kingdom MSc Computer Science	Sep 2018 – Sept 2019
University of East Anglia, Norwich, United Kingdom BSc – Computing Science	Sep 2009 – Jun 2012
Workers Institute of Technology, Ipoh, Malaysia HND - Computing Science	Jan 2007 – Jun 2009
Rooks Heath High School, Middlesex, United Kingdom GCSE O' Levels	Sep 2004 – Jun 2006

PROFESSIONAL EXPERIENCE

Pickles Auctions • Kuala Lumpur, Malaysia Oct 2023 – Present
Platform Services Lead

Automating through GitOps, Infrastructure as Code for the business stack via CI/CD tools. Building and empowering an all-in-one developer tool for engineers, delivery leads, and team leads to introduce, develop and promote Developer Experience. Using over 200+ technologies in Developer Experience, Automation, and AIOps. Empowering developers and enhancing their experience using Platform tools and services built in-house to improve productivity by 45%. Actively reducing IT costs by optimising production and non-production Enterprise workloads and external tools/products.

- **Leading a team of 3 engineers** specialised in designing, building and delivering bespoke tools and services for engineering tribes to decrease developer cognitive load and increase productivity.
- **Leading the GitOps initiative of migrating 160+ repositories, pipelines and integrations from Bitbucket to GitHub** to provide better developer experience and enforce GitOps strategies and Enterprise standards across engineering teams in the company.

- **Overseeing 3 Pickles Ventures products and teams** to ensure their Platform requirements and activities are met.
- **Building and adopting an Internal Developer Platform** to provide self-service capabilities to the Platform engineers and developers. This platform will increase developers' productivity without dealing with tedious infrastructure and configuration management tooling. Furthermore, this will eliminate developers' cognitive load when dealing with complex systems, disparate interfaces, tools and formats.
- **Standardising Enterprise architecture, tools and services across the business landscape in Malaysia and Australia offices and projects.**
- **Presenting complex technical IT concepts and methodologies** to technical and non-technical stakeholders and decision-makers at all levels.
- **Delivering updated and improved Cloud Infrastructure, Application Architecture, and Disaster Recovery Strategies** to technical and non-technical managers and stakeholders.
- **Designing and building Enterprise Cloud Architecture with third-party vendors with Enterprise capabilities** (GitHub Enterprise, Terraform Enterprise, ServiceNow, Humanitec, etc.) to accommodate seamless automation and GitOps capabilities.
- **Designing and building Enterprise-grade applications** across the business landscape to be adopted by any project as a Software-as-a-Service (Auction Services, Notification Services, Tenant Services).
- **Building and delivering hybrid-cloud solutions using AWS and on-premises.**

Pickles Auctions • Kuala Lumpur, Malaysia
Principal Engineer, Platform Engineering (Platform Services division)

Aug 2022 – Sep 2023

Designing and building bespoke cloud-native products, tools and services that are being used across all domains and tribes on AWS, Azure, and On-premise using an IAC-first (GitOps) approach where possible, along with strong ITSM processes (Change Management and Event Management). Empowering developers and enhancing their experience using Platform tools and services built in-house to improve productivity by 45%. Building and empowering an all-in-one observability tool for engineers and stakeholders, using over 200+ technologies in Observability, Automation, AIOps and Developer Experience. Actively reducing IT costs by optimising production and non-production workloads and external tools/products.

- **Leading a team of 3 engineers** focused on building innovative services and tools within the Platform Engineering domain to address problems the Platform team and engineering leads raised.
- **GitOps initiative of migrating 160+ repositories, pipelines and integrations from Bitbucket to GitHub** to provide better developer experience and enforce GitOps strategies and standards across engineering teams in the company.
- **Overseeing 3 Pickles Ventures products and teams** to ensure their DevOps requirements and activities are met.
- **Building and adopting an Internal Developer Platform** to provide self-service capabilities to the Platform engineers and developers. This platform will increase developers' productivity without dealing with tedious infrastructure and configuration management tooling. Furthermore, this will eliminate developers' cognitive load when dealing with complex systems, disparate interfaces, tools and formats.

Pickles Auctions • Kuala Lumpur, Malaysia
DevOps Lead

Jan 2020 – Aug 2022

Achievement: Single-handedly managed all DevOps and Infrastructure (Cloud [AWS & Azure] and On-premise) for 4 distinct projects that serve between 1 million – 2 million application traffic/month.

- Alleviated performance issues with on-premise servers by migrating non-critical systems to AWS EC2, App Runner & Lambda.
- Enhanced and improved performance and scalability of the main business website by migrating to AWS ECS & Fargate using AWS Copilot.
- Introduced and implemented Serverless Stack applications for engineering teams to promote provisioning resources via IaC using AWS CDK – Lambda, SQS, SNS & S3 and to migrate critical business application processes to Serverless.
- Integrated a caching layer (Varnish) on the Pickles website to improve the performance and speed by almost 90% (14 seconds to 1-3 second load times).
- Integrated HashiCorp Vault platform for storing secrets and environment variables for pipelines and application usage.
- Setup full-fledged monitoring and alert integrations (I/O, Network, APM, Logging) with AWS Cloudwatch, Sentry, and Datadog for developers to investigate and resolve issues on staging and production systems.
- Enhanced monitoring and alerts (Serverless and Slack integration) for all Azure resources to expedite the response time in resolving the issues.
- Provisioned, improved, and maintained several Linux distro systems (AWS and on-premise) using monitoring shell scripting tools and services.
- Setup modularized Terraform scripts to provision new resources on AWS and Azure programmatically on-demand when new requirements are attained from management.
- Reduced the company IT resources and tools (AWS, Azure, Datadog, Atlassian, Codacy) costs by 70% across all services and projects.
- Further reduced and optimised infrastructure costs on AWS for EC2 compute instances, S3 object storage classes, data transfers in and out of AZs, and AWS VPC logs.
- Built Azure serverless functions alongside Azure Logic Apps to aggregate all errors and issues from other serverless functions and send them to Slack for further monitoring and alerts.
- Re-designed Node.js logging library for back-end systems to send appropriate and formatted logs to Datadog for application and distributed tracing regarding issue correlation.
- Re-designed Azure cloud architecture of CarZapp platform to improve the performance of the backend systems and serverless functions, while saving cost (up to 40%) on the cloud infrastructure, providing space to easily scale the systems exponentially to support higher production workloads (up to 10x) with DR and Failover plan support.
- Automated running UI testing in a remote server on Azure VM and sending reports to Slack daily using Powershell scripts and via CI pipeline on Azure DevOps and GitHub Actions.
- Improved developer experience by migrating core projects to GitHub to fully benefit from its features – GitHub Actions, Packages, Security, Dependabot, and Marketplace Actions.
- Implemented daily backup process for Azure CosmosDB, SQL databases, and storage accounts on Azure with Geo-replication using Azure Powershell scripts and Windows Task Scheduler for granular control.
- Integrated Codacy and Sonar Cloud to fix code analysis results for engineering teams.

iflix • Kuala Lumpur, Malaysia
Software Engineer

July 2016 – Oct 2017

- Member of eclectic tech streams (Payments, Automation, Expansion/Partner, and Personalisation) credited with integrating front-end portal and back-end microservices to cater for the Video-On-Demand product. Developing new logic and maintaining current software infrastructure that houses the product using

various technology stacks such as Amazon Web Services, JavaScript ES6, TypeScript, PostgreSQL, NodeJS, RiotJS, Redux, Continuous Integration, Buildkite, Docker, AWS S3, AWS EC2, IAM, Lambda, Kinesis.

- Managed a team tasked to design and develop an automated user acceptance test framework, built on Selenium, CucumberJS, and NodeJS using ES6 standards.

TENEO TECHNOLOGIES • Kuala Lumpur, Malaysia
Integrations Engineer

Sep 2015 – Dec 2015

- Member of 4-person integration team credited with integrating front-end markup with a CMS system that was built in-house using the .NET framework and Telerik components.

ACCENTURE • Kuala Lumpur, Malaysia
Software Engineer

May 2013 – Aug 2015

PROJECT: CUSTOMER OPERATIONS SERVICES, KUALA LUMPUR CENTRE OF EXCELLENCE (KLCOE)

Member of 7-person development team credited with designing, developing, and testing an order fulfillment system for Accenture global using the Oracle Order and Service Management (OSM 7.2) technology system (now being sold to clients who require such system).

PROJECT: TELEKOM MALAYSIA – OSM PRODUCTION SUPPORT SPECIALIST & APPLICATION DEVELOPER

Member of 5-person support team credited with solving various production and deployment issues rapidly within 30-45 minutes, including fixing system bugs for an order fulfillment system that was built using an enterprise Oracle solution known as Order and Service Management system (OSM 6.3) and Oracle SQL.

Selected Software Development Projects & Achievements:

- Reengineered the corporation business system process and improved database performance and payload by 19%.
- Designed, developed, tested, and maintained a web application dashboard (using JSP, Oracle SQL, and HTML5) showcasing comprehensive live production statistics (which has currently improved the support time spent resolving by 35%). Developed other miscellaneous lightweight custom automated tools and scripts to improve the workload of the support team
- Facilitated clients' needs by developing content requirements through assessment of business and user requirements, changing business activities, and performing technical analysis on the Order Management system.

TECHSOLS ENTERPRISE • Kuala Lumpur, Malaysia
Freelance Full-Stack Developer & Cloud Consultant

Jul 2006 – December 2018

Founded and built a successful freelance business from the ground level specializing in web development and IT consulting. Projects include:

- Designed, developed, and maintained websites and production-grade application systems for prospective clients for the past 12 years using various cloud technology stacks including AWS, DigitalOcean, and Microsoft Azure.

SIDE PROJECTS

Feedly.dev: Create your own development bookshelf. Solve information overloading. Organize your knowledge and learning experience and share it with the tech community.

- **Stack:** AWS Lambda, AWS SQS, and AWS S3

- **Link:** <https://feedly.dev>

Devly: Revolutionising the way we connect companies with engineers/developers/freelancers to find talent. A minimalistic version of any job recruiting platform, tailored to developers' needs'.

- **Stack:** Vue.js, Node.js, Amazon Web Services, GitHub Actions, GitHub Packages for container registry, Docker and Terraform

- **Link:** <https://devly.co/>