

## Contact

swapnilgoswami@rediffmail.com

[www.linkedin.com/in/swapnil-goswami-80b45724](http://www.linkedin.com/in/swapnil-goswami-80b45724) (LinkedIn)  
[swapnilgoswami.blogspot.com](http://swapnilgoswami.blogspot.com) (Blog)

## Top Skills

Cloud Computing

SaaS

Information Security

# Swapnil Goswami

Senior Manager at Delphix

Sagar

## Summary

Summary:

Highly focused and well-respected professional with a track record of producing winning teams & results. Known for strong leadership, interpersonal and motivational skills that consistently produce positive change. Thorough and detail oriented with effective problem solving and analytical capabilities. Articulate and refined communicator, demonstrating excellent interpersonal skills across all levels. Sincere and honest with a high level of personal and professional integrity. Energized by new challenges. Genuine team player; committed to organizational success.

My Specialties:

- Designing, Developing & Running Services Platform for large scale, mission-critical Global Cloud Native Applications.
- Transformation from Monolithic to Cloud Native Applications & Platform Services
- Strategize, Design & Develop for On-Prem to Cloud Migrations.
- Designing & Developing a Highly Available, Scalable & Secured Platform (On Kubernetes).
- Driving ISO and SOCs Certification for the Services Platform.
- Managing complex Projects with Geographically distributed cross functional teams

Technical Skills:

AWS/GCP Cloud, Microservices, Kubernetes  
Kafka, API Gateways & Service Mesh  
CI/CD, Blue Green, Canary Deployments  
Terraform & Cloud Formation  
React.js, AngularJS & NodeJS.

# Experience

Delphix

Senior Manager

November 2020 - Present (3 months)

Noida, Uttar Pradesh, India

Gemalto

16 years 6 months

Senior Manager DevSecOps

April 2015 - Present (5 years 10 months)

Noida Area, India

A Techno Manager profile with diverse set of responsibilities namely -

- Work as a Technical Product Owner for the Services Platform
- Develop Services Platform specification and priorities based on customer feedbacks, market insights, and internal researches
- Understand Project/customer requirements and translate them into detailed feature requirements and specifications
- Manage complex customer projects (on AWS)
- Technical ownership of various releases
- Drive strategic business objectives like ISO Certification, MVP's etc.
- Help with Technical RFC's during Sales/Pre-Sales process
- Understand customer needs and how they are using the Services & how we can improve.
- Defining and implementing Industry best practises in terms of Services Management & Security.
- Provide Mentoring to Global teams on Services Platform & Cloud Technologies

Asst. Manager - Service Operations

April 2013 - March 2015 (2 years)

- People management - Building from scratch and expanding teams/processes and operations.
- Manage Global Cloud Operations for production and non-production environments.
- Extensively work with Product management, Architects, Engineering Management to make sure the product meets all operational requirements.
- Architecting the Production environments, their deployment and Upgrades & their Automations.
- Supporting customer deployments in public/private clouds, traditional data centers, and on-premise.

- Contribute to ongoing enhancement, integration, continual improvements of product and infrastructure.
- Engage with customer prospects to fill in technical details of the service offerings.
- Manage vendors and ensure production needs are fulfilled.

#### Principle Engineer, Cloud Operations

April 2010 - March 2013 (3 years)

My current job responsibilities include:

- Building and running a global cloud infrastructure on Amazon AWS.
- Perform high end System Automation and design.
- Design tools for better infrastructure support – App monitoring, provisioning, upgrades, etc.
- Regularly perform Performance and scalability testing.
- Build and implement SaaS Support Tools, Policies & Procedure.
- Work very closely with PM & Engineering Architects for architecting application for operational scalability & efficiency.
- Actively work on Service Outage issues, Upgrades, drafting RCA and regular operations activities.
- Work actively to reduce operational cost of running the SaaS application.
- Build and lead a strong Operations team out of India office.

#### Team Lead

April 2007 - March 2010 (3 years)

- Manage APAC & EMEA team of 10-12 Engineers, Sr, Eng's & Technical Leads.
- Work with PM and Engineering during Product release cycle. to prioritize Product bugs, customer requests and other enhancements.
- Design tools/utilities for Troubleshooting problems on customers end.
- Work on customer escalations.
- Generate various reports helpful for decision making by Product and Support Management.

#### Sr. Engineer

August 2004 - March 2007 (2 years 8 months)

- Support APAC & EMEA customers directly.
- Pre-Sales and distributor Support.
- Responsible for creating Technotes, build knowledgebase, tech tips and tools/utilities.
- Performing training and mentoring for global support team.

## Thales

Senior Manager - DevSecOps

February 2020 - November 2020 (10 months)

India

Translate market/business requirements into technical solutions.

Design, develop & run the Cloud Native Service Platform for Cloud Native & Hybrid Applications.

Leading transformation to world class service provider

Drive & execute Security Roadmap for the Cloud Environments

## Wipro Spectramind

Technical Support Engineer

April 2004 - July 2004 (4 months)

Assist valuable customers in installing various hardware devices & upgrading pc's/laptops. Installation & troubleshooting of various Microsoft applications & other software like outlook express, MS works, Roxio, antivirus software etc. troubleshooting network & connectivity issues i.e. modem problems, home networking, various browser problems like i.e. MSN explorer, AOL etc. provided overall responsibility of completely satisfactory user support.

## vCustomer

Technical Support Engineer

July 2003 - March 2004 (9 months)

Assist valuable customers in installing various hardware devices & upgrading pc's/laptops. installation & troubleshooting of various microsoft applications & other software like outlook express, MS works, Roxio, antivirus software etc. troubleshooting network & connectivity issues i.e. modem problems, home networking, various browser problems like i.e. MSN explorer, AOL etc. provided overall responsibility of completely satisfactory user support.

## Misys

Executive

April 2003 - July 2003 (4 months)

---

## Education

Dr. Hari Singh Gour Central University, Sagar (MP)

MCA, BCA · (2000 - 2003)