

# RAJAT GUPTA

## Senior Engineering Manager

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## EXPERIENCE

### Sr. Engineering Manager

#### Paymenttools - REWE Digital

📅 May 2025 – Present

📍 Berlin, Germany

- Lead and mentor a team of SREs and Security engineers by driving a culture of psychological safety, equity, and inclusion through recruiting, one-on-one coaching, performance reviews, and tailored career development plans
- Implemented SRE best practices—including SLOs, on-call rotations, and incident/change management—across 14 product teams, significantly boosting platform reliability and incident response
- Co-designed the data platform, enabling real-time analytics on over 1.5 billion annual transactions
- Define the strategic vision and long-term roadmap for SRE and Security, delivering a self-service, highly reliable platform that enhances developer experience
- Architect and lead GenAI-driven automation initiatives to streamline workflows, eliminate manual toil, and improve operational efficiency

### Engineering Manager

#### TIDAL - Block Inc.

📅 Jun 2022 – Mar 2025

📍 Berlin, Germany

- Leading a team of 7 SREs, implementing release, in-production, and monitoring strategies, reducing service disruptions by 50% and enhancing platform stability by 30%.
- Spearheaded the adoption of SRE culture through comprehensive training and process optimization, improving system reliability by 80% and reducing MTTR by 50%.
- Facilitated cross-functional collaboration between Engineering and Product teams, improving CI/CD pipelines and automated testing, leading to a 8% increase in uptime and a 70% boost in user satisfaction.
- Leading projects, including designing and implementing Edge Compute infrastructure, CDN, and service discovery, developing IDP, and achieving 12% cost savings and a 90% improvement in system observability.
- Developed and enforced SLAs and SLOs, leveraging continuous monitoring and automated alerting, leading to an 80% increase in platform reliability and enhanced customer trust.

### Site Reliability Engineer

#### PlayStation - Sony Interactive Entertainment

📅 Feb 2020 – May 2022

📍 Berlin, Germany

- Led the Platform Automation Team, developing and implementing comprehensive automation tools that streamlined PSNow infrastructure management, reducing manual tasks by 40%. the platform for PSNow (Game Streaming Service) Teams
- Managed and optimized hybrid infrastructure on AWS and 20+ global data centers, ensuring 99.99% uptime and seamless scalability across the PSNow platform.
- Led the design and deployment of an advanced observability platform for PSNow Game Services, utilizing Prometheus and Grafana, resulting in a 30% reduction in downtime incidents.

## ABOUT ME

- Engineering Leader with 10+ years across various industries (Payment, Entertainment, E-Commerce, Energy, Hospitality) and domains, leading cross-functional teams to deliver resilient products at scale
- Proven expertise in defining and executing large-scale projects and initiatives, long-term roadmaps, and driving adoption across multiple departments
- Innovator passionate about leveraging GenAI and automation to streamline workflows, reduce toil, and elevate developer experience on a self-service, reliable platform
- Active participant and speaker in the tech community, contributing to open-source projects.

## MOST PROUD OF

### Leadership in Incident Management

去医院 🚑 Spearheaded the implementation of an advanced incident management process at TIDAL, resulting in a 50% reduction in Mean Time to Recovery (MTTR) and Mean Time to Detection (MTTD) across all teams.

### Driving On-Time Delivery

赢得冠军 🏆 Successfully led large-scale, cross-functional projects at TIDAL and PlayStation, ensuring the timely release of critical features, which contributed to a 70% increase in user satisfaction.

### PSNow Operational Efficiency

优化流程 🛠 Orchestrated automation initiatives that reduced operational tasks by 40% for all PSNow SRE teams, significantly improving service efficiency and team productivity.

## TECH SKILLS

Python

Java

Go

MySQL

MongoDB

Postgres

Ansible

Docker

Kubernetes

Helm

Vault

Packer

Prometheus

AlertManager

DataDog

ELK

EFK

Grafana

Terraform

Tempo

Loki

Mimir

- Reduced PSNow operational tasks by 40% by implementing an automation platform with custom APIs, streamlining workflows and increasing team productivity by 20%.

## Senior DevOps Engineer

**Private Sale GmbH - eBay**

⌚ Aug 2019 – Jan 2020

📍 Berlin, Germany

- Led the successful migration of critical services from on-premises data centers to GCP, reducing infrastructure costs by 15%.
- Designed and implemented CI/CD deployment pipelines for hybrid infrastructure, reducing deployment times by 50% and ensuring consistent and error-free releases.
- Optimized cloud infrastructure, reducing latency by 20% through efficient load balancing and caching strategies, enhancing user experience across platforms.

## Senior DevOps Engineer

**Entelios - Agder Energi**

⌚ Dec 2017 – July 2019

📍 Berlin, Germany

- Managed concurrent and distributed systems for Energy Trading
- Implemented infrastructure to operate 200+ hydropower plants remotely
- Migrated and optimized services to have 100% availability across data centers

## DevOps Engineer

**SuitePad GmbH**

⌚ Feb 2017 – Nov 2017

📍 Berlin, Germany

- Designed and Implemented software architecture for microservices and process/data flow
- Managing and monitoring AWS with 99.99% uptime
- Made micro services auto-scalable and secure with no manual work

## Application Developer

**ThoughtWorks**

⌚ July 2015 – Jan 2017

📍 Bengaluru, India

- Built Web and Mobile Apps with scalable infrastructure and 0% downtime
- Involved in Machine Learning and Big data projects and Micro Services
- Communicated with clients and made their requirements clear and implemented them

## Software Developer

**Openlabs Technologies**

⌚ Jan 2015 – Apr 2015

📍 Noida, India

- Built ERP Systems using open-source technologies
- Built web apps for big e-commerce clients with scalability using in-house developed open-source web framework

System Design Data Analysis GenAI  
Software Development Methodologies

AWS GCP Hybrid Infrastructure

## SOFT SKILLS

Communication Leadership  
Growth Mindset Goal Setting  
Adaptability Provisioning Capacity Planning  
Emergency Response Problem Solving  
Emotional Intelligence Teamwork  
Strategic Thinking Mentoring and Coaching  
Decision-Making Conflict Resolution  
Change Management Delegation  
Stakeholder Management Empathy  
Visionary Leadership Team Management  
Hiring Operational Excellence  
Process Improvement Conflict Resolution  
Project Management

## EDUCATION

### Bachelor of Technology

**IMS Engineering College (AKTU)**

⌚ 2011 – 2015

📍 Ghaziabad, India

## ACHIEVEMENTS

### Public Speaker

at various conferences like GeekNight, Remote Meet Up, DevOps Days, Jenkins Conference.

### Open-Source Contributor

Contributed for Ansible (open-source project by RedHat) and related projects like AWX, AWX Operator.

### SIE Heros

Nominated and awarded for SIE Heros for leading and creating Automation Platform for PsNow.