

PRAVEENA JOGI

DevOps Leader

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Collaborative, customer-centric Leader with 20+ years of experience, including 4+ years in DevOps, specializing in optimizing cloud infrastructure and streamlining DevOps practices for a global tech company. Proven track record in driving efficiency through the automation of CI/CD pipelines, incident management, and cloud platform enhancements. Demonstrated success in enhancing operational performance, reducing system downtime, and increasing deployment speed, leading to measurable improvements in service availability. Expert in building, inspiring, and mentoring high-performing teams to deliver scalable and secure solutions. Featured in the [CIO Times Magazine](#). Looking for a challenging DevOps Leader role.

KEY SKILLS

Cloud Infrastructure Management | Team Leadership | Incident Management & Resolution | Cross-Functional Collaboration
Automation & Orchestration | Continuous Integration/Continuous Delivery (CI/CD) | Scalability & Systems Design
Disaster Recovery Planning | Security & Risk Management | Performance Monitoring & Optimization

PROFESSIONAL EXPERIENCE

Treasure Data (spun off from Arm) • Mountain View, CA

Manager, Customer Experience (Americas & EMEA)

Aug 2020 – Apr 2024

[Treasure Data](#) is a global customer data platform provider with 550+ employees, serving 400+ customers across 75+ countries, including 80 Forbes Global 2000 companies.

Responsible for providing strategic direction and operational oversight to a globally distributed support team in driving improvements to ensure efficient service delivery and exceptional customer experience. Reported to the Director, led 6 direct reports, and managed an annual budget of \$500K.

- Developed and executed a strategic support engineering plan, including team objectives, streamlined processes, performance metrics, and career development pathways, ensuring high performance and effective service delivery.
- Analyzed performance metrics to identify technical and operational gaps. Conducted root cause analyses and implemented corrective actions, driving improvements in efficiency and service quality.
- Leveraged data analytics to monitor performance, uncover trends, and deliver actionable insights that strengthened customer success and continuous improvement initiatives.
- Built and maintained a comprehensive product knowledge base for customer service, reducing onboarding time by 50% and increasing first-call resolution by 35%.
- Directed all inbound post-sale customer queries to specialized teams. Proactively managed escalations, driving timely resolutions to uphold high customer satisfaction standards, achieving a 99.99% CSAT score.
- Devised and led customer support strategies for high-profile clients across sectors, including Nintendo, Audi, LG, Bayer, and J&J, setting goals and managing KPIs. Enhanced client experiences, resulting in a 15% increase in customer satisfaction scores.

Technical Support Manager

Feb 2019 – Aug 2020

Responsible for leading end-to-end technical support operations, including strategic planning, team training, and escalations management, to deliver exceptional customer service and drive high satisfaction scores. Reported to the Director, headed 6 direct reports, and maintained a \$500K budget.

- Trained and coached team members on support engineering, customer service, and escalation management best practices. Reduced average first response time from 60 to 15 minutes, achieving a 75% improvement.
- Designed and executed comprehensive project plans focused on customer-oriented processes to enhance customer experience at every touchpoint. Achieved 99.99% satisfaction scores through targeted feedback collection.
- Evaluated team performance through one-on-one reviews, providing tailored feedback and coaching. Boosted employee engagement and drove high retention rates.

Senior Technical Support Engineer – Arm

Jun 2018 – Feb 2019

Responsible for delivering technical expertise and support to ensure seamless operations and effective customer support. Reported to the Director, guided 10 direct reports, and controlled a \$10K budget.

- Provided expert technical support to the data business, ensuring seamless operation and high-level customer satisfaction.
- Managed critical IT infrastructure to maintain stability and functionality, enhancing service availability and customer support.
- Resolved system issues and managed escalations, reducing downtime and improving response times for client requests.
- Supported and guided junior engineers in delivering effective customer support, fostering a collaborative and skilled support team.

Akamai Technologies (Formerly SOASTA) • Mountain View, CA

DevOps Manager

Jan 2014 – Jul 2018

[Akamai Technologies](#) is a global cloud and security company with 10K+ employees and \$3.8B+ in revenue in 2023.

Responsible for leading teams in driving initiatives to optimize infrastructure and improve operational performance across multiple cloud-based environments. Reported to the Director, guided a direct report, and managed a \$500K budget.

- Spearheaded a cost optimization initiative, reducing AWS spend by 20% through EC2 right-sizing, reserved instances, and S3 storage optimization.
- Implemented and maintained a DataDog monitoring system across cloud environments. Enhanced visibility and performance metrics for 300+ servers, driving operational efficiency.
- Drove process automation and efficiency initiatives, utilizing Bash scripts to streamline infrastructure management and reduce manual intervention. Documented processes on Twiki, CloudLink, and Google Docs.

Nexxen (Formerly Amobee, Inc.) • Redwood City, CA

Field Application Engineer

Dec 2012 – Aug 2013

[Nexxen](#) is a digital media and advertising technology company offering end-to-end solutions, specializing in video and CTV.

Responsible for delivering technical support and engineering expertise to troubleshoot and analyze defects in online ad spaces, enhancing client satisfaction. Reported to the VP of Engineering and supervised a direct report.

- Collaborated with engineering and product teams to debug ad spaces across the US, Americas, and Asia-Pacific, enhancing performance for high-profile clients like AccuWeather and AT&T.
- Troubleshoot client issues by executing awk and grep commands on Linux servers and analyzing CDR and log files, resolving data discrepancies to enhance system performance.

Vitria Technology • Sunnyvale, CA

Senior Technical Customer Support Engineer

Feb 2007 – Nov 2012

[Vitria Technology](#) is a software company specializing in AIOps, ops intelligence, and analytics, serving enterprise clients globally.

Responsible for delivering technical support for Vitria's SaaS products, collaborating with engineering and professional services teams to drive exceptional customer service. Reported to the Manager and guided 4 direct reports.

- Collaborated with clients and support teams to deliver exceptional customer service, maintaining off-hours availability to address high-level escalations and resolve issues promptly.
- Worked closely with the development team to test products and bug fixes before rollout. Supported pre-sales teams in installing M3O for demos and proofs-of-concept.
- Developed knowledge-based solutions for customer support and delivered a comprehensive BW-200 course, empowering Vitria customers to navigate the software and resolve low-level technical issues independently.

ADDITIONAL EXPERIENCE

Pravision LLC (Formerly Websiteistic) • Livermore, CA • Founder & CEO

Sep 2021 – Present

[Pravision LLC](#) is a web design and development firm specializing in responsive websites, SEO, and social media management.

Founded and expanded a web design and online marketing firm. Responsible for leading software development, site migrations, and maintenance projects for diverse enterprises and small businesses, driving customer success.

PROFESSIONAL CERTIFICATIONS

University of Massachusetts Lowell • Certificate in Internet Systems Administration

Semrush Academy • Semrush SEO Toolkit Exam

Salesforce Trailhead • WIP - Salesforce Administration

Sun Microsystems • Certificate in Solaris 7 System Administration I, II & TCP/IP Network Administration

Sun Microsystems • Certificate in Sun StorEdge Volume Manager Administration

EDUCATION

California State University • BS in Business Administration, Option in Computer Information Systems & Telecommunications

TECHNICAL SKILLS

HR Software: Greenhouse, Lever, BambooHR, Lattice

Presentation & Data Visualization Tools: PowerPoint, Google Slides, Tableau, Canva

Databases & Data Management: Oracle, Teradata, MySQL, SQL, Snowflake, Hadoop, MongoDB

Accounting & Financial Management Tools: QuickBooks, WaveApps

Web & Front-End Development: HTML, CSS, JavaScript, WordPress, Wix.com, Spotify, CMS, Code Libraries

Graphics & Design Tools: Photoshop, Illustrator, On1 Photo, Affinity, Acrobat, Canva

Enterprise Systems & Platforms: Automated Billing Systems, Payment Processing, Salesforce, Oracle NetSuite, HubSpot, Oracle ERP, SAP, Business Intelligence (BI), Business Continuity Planning (BCP), Customer Data Platform (CDP), Zendesk, Jira, PagerDuty

Programming & Scripting Languages: Java, PHP, MySQL, SQL, JavaScript, Bash, Python, Ruby on Rails

Operating Systems & Hardware: System Administration, Software Installation, Windows, Linux/Unix, Ubuntu, Cloud Management

Advanced Computer Skills & Integrations: Web Development, Open Source, Security, Debugging, APIs, Reporting, Metrics Analysis, Analytics Tools, Salesforce Integration with Third-Party Applications, ChatGPT, Slack, Zoom, Gainsight, Front-end and server-side APIs