

Ravi Singh

Senior Engineering Manager · Cloud, AI & Platform Strategy

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Engineer at heart, leader by practice. I bring deep hands-on technical expertise together with broad experience across people, strategy, sales, security, customer success, and executive stakeholder management. Over a decade of driving platform transformations from first principles — architecting the plan, making the build-vs-buy calls, building the teams, and delivering outcomes that compound long after the project closes. I operate at the intersection of engineering execution and commercial reality, and have led organisations through multiple generational shifts in Cloud and AI.

70+

Engineers Led
Globally

\$25M

AWS Cloud
Portfolio

\$2.8M+

Cloud Cost
Savings

1,500+

Customers
Migrated

20K+

Applications on
Cloud
Infrastructure

80%

Incident
Reduction

50%

MTTR
Reduction

20+

Security
Certifications

EXPERIENCE

Mendix (Siemens) — Rotterdam, Netherlands

Dec 2018 – Present

Senior Engineering Manager, Public Cloud

Cloud Architecture AI Strategy Org Design FinOps Security & Compliance Executive Stakeholders Vendor Management AWS

- ▶ **Platform Transformation:** Driving force behind three generations of the Mendix Public Cloud — from on-premises infrastructure to a self-hosted Cloud platform on AWS, then to fully Kubernetes-native on AWS EKS. Defined the strategic roadmap for each, secured organisational buy-in, and led cross-team delivery with zero customer disruption across 1,500+ migrated deployments
- ▶ **AI-Operated Platform:** Led the transition to AI-operated Kubernetes deployments — introducing autonomous workflows for customer-facing support operations and significantly automating SRE processes. Founded the AI Excellence Group, delivered 6 AIOps tools, cut MTTR by 50%, and reduced support volume by 40%
- ▶ **AI Across the SDLC:** Drove an AI-first engineering culture across all teams — enabling access to LLMs (Claude, Codex) with security-aligned guardrails, embedding AI into build, code review, and CI/CD pipelines through the MxACE (Autonomous Cloud Engineering) group, and launching the AI-Lab community to grow AI literacy across R&D
- ▶ **Build vs Buy:** Led all major tooling decisions across the platform — evaluated and onboarded Datadog, Spacelift, Tailscale, Snyk, CrowdStrike, Wiz, and Lacework. Primary point of contact for AWS, driving QBRs, architectural reviews, and partnership strategy
- ▶ **Team Building & Org Design:** Scaled the Cloud organisation from 6 to 70+ engineers across EMEA, APAC, and the US. Built 10 teams, developed 16 leads, grew 2 engineers into Engineering Managers. Orchestrated the Unified Cloud Platform (UCP) re-org, establishing clear ownership across 8 products, 32 clusters, and 18 AWS regions
- ▶ **Executive & Cross-Functional Leadership:** Primary escalation point for major customer incidents, Security, Support, and CSMs for all Public Cloud matters. Partner to the CISO on Cloud security posture, audits, and certifications. Collaborated with Product on OKR planning (SAFe) and with commercial leadership on go-to-market strategy
- ▶ **Security & Compliance:** Owned the full security posture of the Public Cloud platform — led internal and external audits, automated the audit review process, and partnered with Security, Compliance, and Legal to achieve 20+ certifications including ISO 27001, SOC 2 Type 2, FedRAMP, PCI-DSS, and HIPAA-HITECH
- ▶ **FinOps:** Saved \$2.8M+ across a \$25M annual AWS portfolio through systematic cost governance, rightsizing, and budgeting discipline. Reduced platform-wide incidents by 80%
- ▶ **AWS Summit 2023 – Zurich, Switzerland:** Presented on multi-regional architecture for the Mendix Public Cloud, covering highest-tier disaster recovery, global resiliency, and data sovereignty at scale

EARLIER EXPERIENCE

J.P. Morgan Chase

Sep – Nov 2018

Senior Site Reliability Engineer · Bangalore

- Designed a full Kubernetes migration strategy from legacy container infrastructure within weeks of joining, independently producing the execution plan and CI/CD rewiring approach
- Automated 120 cluster deployments using Concourse, cutting deployment times by 8x
- Built SLI/SLO observability frameworks and auto-scaling algorithms for production Cloud clusters from scratch

GE Digital

Sep 2017 – Sep 2018

Cloud Operations & SRE Engineer · Bangalore

- Hands-on SRE and subject matter expert for Predix, GE's industrial IoT platform on AWS — directly owned reliability for time-series databases, cost governance, and Cloud security
- Engineered self-service capabilities that eliminated operational toil and gave product teams direct environment control
- Built the full monitoring stack (New Relic, Splunk, Sensu) and personally led incident response as on-call manager for the APAC region

Accenture (Client: AT&T)

Jan 2014 – Sep 2017

Senior Software Engineer · Bangalore

- Full-stack engineer on a major legacy modernisation — rewrote mission-critical mainframe applications to Java, JavaScript, and modern web stacks for a US telecom client
- Hands-on migration of 20+ Unix servers to Linux, coordinating offshore delivery end to end
- Built CI/CD pipelines and introduced Gitflow, raising engineering standards across the project
- Sponsored by Accenture for US work authorisation (H1B) in the first and second year consecutively — a direct reflection of demonstrated impact and trust

EDUCATION

B.E. Electronics & Communication Engineering

Gandhi Engineering College, Bhubaneswar · 2009 – 2013

CORE SKILLS & EXPERTISE

LEADERSHIP & STRATEGY

Engineering Strategy Org Design
OKR / SAFe Executive Stakeholders
Vendor Management Build vs Buy
FinOps Go-to-Market
Incident Management

CLOUD & PLATFORM

AWS Kubernetes / EKS Terraform
Spacelift AWS Control Tower
Multi-Region Architecture
CI/CD (GitLab, ArgoCD, Jenkins) Datadog
Tailscale

AI & ENGINEERING

AI Strategy AIOps LLM Integration
Python Golang Java Snyk
CrowdStrike Wiz Lacework

SECURITY CERTIFICATIONS ACHIEVED

Led engineering delivery across all of the following — achieved as Primary Cloud Security Owner at Mendix

ISO 27001 ISO 27017 ISO 27018 SOC 2 Type 2 SOC 1 Type 2 FedRAMP PCI-DSS HIPAA-HITECH ISO 27701 ISO 22301
ISO 9001 SOC 3 Type 2 ISAE 3402 NEN 7510 DigiD ENS NIS2 CSA STAR Cyber Essentials

SPEAKING

AWS Summit 2023 — Zurich, Switzerland · Multi-Regional Architecture for Enterprise Public Cloud: Highest-Tier DR, Global Resiliency & Data Sovereignty