Hemlata Lamba

MS, AWS-Certified Solutions Architect Professional

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SUMMARY

Technical leader with over 20+ years of experience in the architecture and design of messaging, and telecommunication products over a broad range of platforms from on-premise to cloud.

Nothing excites me more than solving problems and creating solutions that focus on and align with the customers' needs. I am passionate about learning emerging technologies and educating others to use technology in a way that is conducive to better, efficient solutions that increase customer satisfaction.

TOP SKILLS

Industry Knowledge:	Solutions Architecture, Cloud Computing, Strategy, Proof of Concept, Cloud Migration
Cloud Platforms:	Amazon Web Services, Red Hat OpenStack
Languages**:**	C++, C, JSON, YAML, XML, Python, HTML, MySQL, Linux
Tools:	Pivotal Tracker, Draw.io, Ansible, GIT, Cleartool, Rhapsody, Windows Office Suite
Technology:	Serverless, Containerization, Microservices
Interpersonal Skills:	Technical Leadership, Training Delivery, Soft Skills, Customer-focus, Mentorship
Methodologies:	Agile, Software Development Life Cycle, Object Oriented Programming
Protocols/Interfaces:	TCP/IP, HTTP, SMTP, SMPP, REST, SOAP, WAP
Domains:	User Experience, Storage, Security, Networking
AWS:	VPC, IAM, S3, CloudFront, CloudFormation, ELB, ASG, RDS, Kinesis, Lambda

PROFESSIONAL EXPERIENCE

Messaging Products, Infinite Convergence Solutions **Feb 2010 – Present**
Distinguished Member of Technical Staff
***Role**: Cloud Architect*

- Created the architecture, designed, and led multiple features on legacy, AWS and OpenStack platforms.
- Created cloud architecture for a scalable messaging application for America's largest network operator.
- Translated business requirements to user stories and authored architectural, high level design artifacts.
- Utilized Agile methodology to plan and define the iterations for the prototypes and the feature solutions.
- Evaluated options based on quantifiable criteria such as cost, reliability, operation, security, performance.
- Presented prototype's key performance indicators and the constraints to the key stakeholders.
- Demonstrated broad understanding of both business and technical impacts and proposed alternatives.
- Facilitated discussions with the customer based on objective data and helped establish a trust relation.
- Adapted the iteration strategy to meet the project deadlines leading to a successful and on-time delivery.
- Proposed innovative solution to address peak traffic field issues and authored the feature requirements doc.
- Developed a training strategy and prepared a customized training program for America's largest carrier.
- Delivered on-site multi-day training that included workshop style, hands-on labs for the MMSC on AWS.
- Delivered virtual product training to national and international customers on legacy and cloud platforms.
- Provided accurate estimates for cost effective road map planning.
- Performed risk assessments for issues and provided timely feedback for project blockers.

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Messaging Products, BSC, Motorola **May 2000 – Jan 2010**
Senior Staff Software Engineer
***Role**: Software Lead*

- Led cross regional software development teams and developed multitude of features.
- Identified technical and non technical barriers in cross functional collaboration.
- Provided specific recommendations to increase efficiency.
- Provided technical consultation to the customer support team.
- Incorporated customer feedback in the design of new features for the products.
- Performed root cause analysis and recommended initiatives to improve customer satisfaction.
- Recommended and integrated process changes to improve efficiency and productivity.
- Delivered training, at the Motorola University, for the call processing software on the BSC platform.

R & D PROJECTS

- Centralized access across multiple accounts using AWS Single Sign-On.
- Social sign-in with Google and AWS Cognito federated user access for accessing S3 data.
- Simulating hybrid DNS environment using AWS Route 53 endpoints.
- Serverless application to schedule sending motivational reminders to my high school runner using AWS.

CERTIFICATION

Solutions Architect, Professional, **AWS** (SAP-C01)

EDUCATION

Master of Science in Electrical and Computer Engineering, **Iowa State University**
Bachelor of Engineer in Electronics and Telecommunication Engineering, **University of Mumbai**

VOLUNTEER EXPERIENCE

Community Outreach, Vernon Area Township

- Reached out to seniors in the community to provide information for assistance with scheduling COVID19 vaccination appointments.
- Checked in over the phone with the seniors within the township to inquire about their health and general welfare during the pandemic and shared information as needed about the township's programs for financial, healthcare, and/or social support.

Community Services, Motorola

- Volunteered through Motorola's community initiatives during summer.
- Helped organize senior citizen homes with tasks such as holiday cards organization etc.
- Painted the home and backyard fence as part of the drive.

REFERENCES

Available upon request.