

# Indy Singh

Senior Technical Engineer

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Technical Consultant and Support Engineer with 10+ years of experience designing data integrations, enabling cloud transformations, and advising enterprise clients on scalable solutions. Skilled in Python, data pipelines (ETL), and multi-cloud platforms (Azure, AWS, GCP). Experienced in gathering requirements, architecting integrations, and guiding customers to achieve data-driven outcomes. Actively building AI-powered applications and continuously expanding expertise in machine learning and automation to deliver transformative solutions.

## EDUCATION

**Kingston University London:** 2:1 BSc (Hons) *Business Information Technology*

SEPTEMBER 2005 - July 2009

## PROFESSIONAL EXPERIENCE

**Adobe Inc,** London, UK  
*Senior Technical Engineer*

FEB 2022 - PRESENT

Provided technical guidance and strategic recommendations to global enterprise clients (Nike, Pepsi, Vodafone, Tata, Nestlé) on Adobe Commerce platform architecture, integrations, and cloud infrastructure optimizations.

Led client review sessions analyzing system health, performance metrics, and risk assessments, delivering actionable roadmaps to improve stability, scalability, and operational efficiency.

Supported complex application and infrastructure migrations, advising on integration best practices and security considerations to ensure smooth transitions to Adobe's Managed Services.

Delivered knowledge transfer sessions and workshops for client technical teams on troubleshooting, deployment strategies, and best practices for multi-cloud commerce environments.

Partnered with engineering and product teams to proactively address recurring issues and implement solutions that reduced incident volume and improved customer experience.

## CERTIFICATIONS

Adobe Certified Professional –  
Adobe Commerce Developer (2024–2026)

Full Stack Observability Practitioner –  
New Relic (2024–2026)

Adobe Commerce Business  
Practitioner Professional (2023)

Generative AI: Prompt Engineering  
Basics – IBM (2024)

Generative AI for Everyone –  
Coursera (2023)

ITIL Foundation in IT Service  
Management (BSC)

## TECHNICAL SKILLS

**Languages:** Python, JavaScript,  
Bash/Linux Shell, HTML5, CSS3

**APIs & Protocols:** REST, SOAP,  
JSON, XML

**Platforms:** Adobe Commerce,  
ServiceNow, Salesforce, JIRA, SAP  
BI, RabbitMQ

**Databases:** Oracle, MySQL,  
Snowflake, PostgreSQL, Redis

**Cloud & DevOps:** AWS, Azure,  
GCP, Ansible, Jenkins, Docker  
(familiar)

**Perspectium Corp**, London, UK

*Technical Team Lead*

JUNE 2018 - JANUARY 2022

Led a technical support and consulting team, resolving complex integration challenges and guiding enterprise clients (Fortune 100 companies) through data synchronization and automation strategies.

Architected and delivered data integrations between ServiceNow, Salesforce, JIRA, and cloud data warehouses (Oracle, Snowflake), enabling real-time analytics and cross-platform visibility for business stakeholders.

Consulted clients on ETL pipeline design and optimization, improving data reliability and reducing transfer times by implementing scalable workflows with Perspectium's Data Integration Tool.

Partnered with Sales and Product teams to conduct pre-sales technical demonstrations and solution workshops, helping customers visualize integration architectures and adopt automation solutions.

Spearheaded root cause analyses and post-incident reviews, providing strategic recommendations to improve platform resilience and data flow efficiency.

Acted as a trusted technical advisor, influencing integration roadmaps and helping customers achieve long-term operational goals.

## **AI & Automation Projects**

Markr (iOS App) – Developing an AI-powered app that interprets and visualizes symbols and graffiti using computer vision and machine learning models.

SlangWatch.com – Created a platform leveraging AI/LLMs to translate and map slang usage trends with real-time analytics.

MCPCloud.store – Built a SaaS platform for hosting AI agents and automated servers, integrating APIs and workflow automation tools.

## **DevOps Tooling:**

Ansible, Jenkins, Grafana, Kibana, New Relic

## **Web Servers:**

Nginx, Apache, Tomcat, WebLogic, IIS

## **Cloud Infrastructure:**

AWS EC2/S3, GCP  
Compute/Storage, Azure VMs

## **OS Administration:**

RHEL/CentOS, Windows, MacOS

## **AI/Machine Learning:**

LLMs & NLP: OpenAI GPT-4,  
Prompt Engineering, Text  
Classification, Sentiment Analysis

Computer Vision: Image analysis &  
symbol recognition (Markr iOS app)

Tools: scikit-learn, TensorFlow  
(basic), Embedding Models

Data Pipelines: ETL workflows for  
ML datasets (Perspectium,  
MCPCloud)

Deployment: Lightweight inference  
services & automated AI agents

## **REFERENCES**

Professional references are available upon request