

GAGANDEEP SINGH

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PROFESSIONAL SUMMARY

Principal Cloud Architect with 14+ years of experience across cloud migration delivery, enterprise technical account management, and cloud infrastructure support. Career spans hands-on delivery of large-scale AWS migrations, pre-sales architecture and MAP assessments, and P1 escalation ownership for enterprise and fintech accounts within a hyperscaler support organisation. Comfortable operating across the full customer lifecycle from initial discovery and migration planning through post-migration stabilisation and ongoing technical governance. Holds 8x AWS, 3x GCP, 4x VMware, and 2x Nutanix certifications across a broad cloud and infrastructure portfolio.

CORE COMPETENCIES

Cloud Migration & Delivery: Migration Planning & Wave Design • AWS Landing Zone & Control Tower • AD & Identity Integration • Disaster Recovery (AWS DRS) • Server Migration (AWS MGN) • Post-Migration Stabilisation

Technical Account Management: P1 Escalation Ownership • Executive Stakeholder Communication • Cross-Functional Incident Management • SRE & Product Team Engagement • Architectural Health Reviews • Customer Advocacy

Pre-Sales & Architecture: AWS MAP Assessments • Solution Architecture & Proposals • Business Case Development • VMware Cloud on AWS • Well-Architected Reviews • Executive Discovery Workshops

Infrastructure & Platforms: AWS (EC2, VPC, TGW, EBS, IAM, WorkSpaces, FSx) • GCP (Compute Engine, GCVE, Shared VPC) • VMware vSphere & Horizon • Nutanix • Citrix DaaS • Active Directory

DevOps & Automation: Terraform • CloudFormation • Python & PowerShell • CI/CD Pipelines • CloudWatch • AWS Config & Security Hub

PROFESSIONAL EXPERIENCE

AWS Tech Lead | Adastra (AWS Premier Partner) – Toronto, Contract 10/2025 – Present

- Leading delivery of large-scale AWS migration engagements across enterprise accounts, owning migration planning, environment setup, client coordination, and post-migration support from initial onboarding through steady-state handover.
- Developing and maintaining detailed migration wave plans, runbooks, and cutover playbooks for complex multi-server environments, coordinating across client infrastructure, security, and application teams to manage dependencies and minimise downtime.
- Deploying and validating foundational AWS infrastructure including multi-account landing zones, Control Tower governance, Transit Gateway networking, Active Directory integration with Route 53 Resolver, and security posture tooling covering Security Hub, GuardDuty, and Config Conformance Packs aligned to NIST CSF and regulated-industry requirements.
- Leading AWS DRS replication deployments and MGN server migration configuration across production environments, troubleshooting replication lag, agent connectivity, and network routing issues to maintain migration readiness across client workstreams.
- Providing post-migration stabilisation support including EBS performance analysis, CloudWatch observability setup, IAM policy refinement, and architectural guidance as clients transition workloads into steady-state AWS operations.
- Architecting VDI modernisation solutions including AD Connector, FSLogix profile management on FSx, and network integration with Palo Alto firewalls and Transit Gateway for clients migrating from on-premises desktop environments to AWS WorkSpaces.

Principal Solutions Architect | Avahi (AWS Premier Partner) – Toronto, Contract 05/2024 – 07/2025

- Conducted pre-sales engagements for enterprise accounts including technical discovery workshops, solution architecture development, and migration business case presentations to secure client commitment and project scope.
- Oversaw delivery execution for a large-scale migration of 1,500+ virtual machines to AWS, coordinating engineering teams across network, compute, security, and identity workstreams and managing technical risk through mobilisation and migration phases.
- Produced architecture proposals and migration roadmaps covering target-state AWS environments with multi-AZ design, Transit Gateway networking, IAM governance, and compliance controls for financial services accounts.
- Executed AWS Well-Architected Reviews and MAP-aligned assessments to identify migration readiness gaps, build phased remediation plans, and support clients in meeting AWS funding criteria.
- Served as technical escalation point during delivery, resolving blockers across networking, identity, and compute layers and maintaining alignment between client stakeholders and engineering teams throughout migration execution.

Cloud Solutions Architect | Opsguru (AWS Premier Partner) – Toronto 04/2023 – 02/2024

- Conducted AWS Migration Acceleration Program (MAP) assessments for enterprise accounts, performing application portfolio discovery, infrastructure analysis, and migration readiness evaluations to qualify opportunities and build structured migration business cases.
- Specialised in VMware Cloud on AWS (VMC on AWS) engagements, assessing on-premises VMware environments for cloud compatibility, designing target-state VMC architectures, and developing migration wave plans for lift-and-shift workload transitions.
- Produced MAP deliverables including migration readiness reports, wave-based migration plans, TCO models, and architecture decision records used to secure AWS co-investment funding and client executive approval.
- Delivered executive-level presentations translating MAP findings and migration proposals into business outcomes, supporting the practice in positioning as a credible AWS transformation partner for mid-market and enterprise accounts.

Technical Solutions Specialist | Google Canada – Toronto

02/2022 – 02/2023

- Served as a senior support engineer and P1 escalation owner for Compute Engine and Windows VM workloads across a portfolio of enterprise and fintech accounts, taking end-to-end ownership of production-critical incidents from initial triage through root cause resolution and post-incident review.
- Led cross-functional P1 incident bridges coordinating directly with SRE and product engineering teams to isolate root cause, drive fixes, and communicate resolution timelines to customer engineering leadership and executive stakeholders under live SLA pressure.
- Acted as the primary technical engagement lead for a strategic fintech account, building a long-term working relationship with the customer's platform engineering team and translating recurring operational issues into architectural recommendations that reduced incident frequency over time.
- Diagnosed and resolved complex Compute Engine issues including live migration failures, VM preemptions, persistent disk performance degradation, MIG scaling anomalies, quota exhaustion, and Windows guest OS failures covering Sysprep, NTFS, RDP, and Shielded VM boot problems.
- Advocated internally for customer-impacting product issues by filing detailed bug reports, providing reproduction environments, and engaging directly with product and engineering teams to track resolution and influence prioritisation based on customer impact.
- Built internal troubleshooting runbooks and knowledge base content for recurring Compute Engine and Windows VM issue patterns, improving resolution consistency and reducing repeat escalation volume across the broader support team.

Principal Architect | Zycum Technology Inc – Toronto, ON

04/2019 – 02/2022

- Led technical pre-sales engagements for enterprise accounts, conducting infrastructure discovery workshops, developing solution proposals, and presenting data centre transformation and cloud migration architectures to IT leadership and C-suite stakeholders.
- Designed high-availability architectures for mission-critical environments supporting 1,000+ virtual machines across vSphere, Nutanix, and hybrid cloud platforms, delivering 99.99% uptime commitments for regulated-industry clients.
- Executed migration projects from legacy three-tier on-premises infrastructure to modern platforms, reducing data centre footprint by 70% and delivering measurable performance improvements for business-critical workloads.
- Developed disaster recovery and business continuity proposals with defined RPO/RTO targets, producing architecture documentation and cost models aligned to client governance and compliance requirements.

Senior Systems Reliability Engineer | Nutanix Technology Inc – Bangalore

05/2015 – 01/2018

- Maintained hybrid infrastructure environments using Terraform, CloudFormation, Ansible, and PowerCLI for consistent infrastructure-as-code deployment across AWS and private cloud platforms.
- Built CI/CD pipelines integrating Jenkins, AWS CodePipeline, and GitLab CI; developed Python and PowerShell automation scripts that reduced manual operational tasks by 70%.
- Designed unified monitoring across CloudWatch, Prometheus, and Grafana; led incident response and root cause analysis to drive architectural improvements across hybrid infrastructure.

IT Technology Consultant | SAP Labs – Toronto

02/2014 – 05/2015

- Provided Level 3 support for AWS environments (EC2, ECS, EKS) and enterprise VMware infrastructure (vCenter, ESXi, vSAN); served as escalation point for Level 2 engineers maintaining 99.9% uptime for production workloads.

Technical Support Engineer | Citrix Systems – Toronto

09/2011 – 01/2014

- Provided Level 2/3 support for enterprise virtual desktop environments supporting 5,000+ concurrent users, resolving session reliability, application compatibility, and profile management issues across large-scale XenDesktop deployments.

EDUCATION

Bachelor of Technology – Information Technology

Punjab Technical University, India | 2011

CERTIFICATIONS

- AWS: Solutions Architect Professional, SysOps Associate, Developer Associate, Security Specialty, AI Practitioner
- Google Cloud: Professional Cloud Architect, Associate Cloud Engineer, Cloud Digital Leader
- HashiCorp: Terraform Associate
- VMware Certified Professional: Datacenter Virtualization (vSphere), Desktop Mobility (Horizon), NSX, VMC on AWS
- Nutanix: Certified Professional (NCP), Certified Advanced Professional (NCAP)
- Microsoft: Certified System Administrator 2016
- Cisco: Certified Network Associate – Routing & Switching (CCNA)