
Kevin Sohn

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Technical Leader (10+ years) specializing in Release Management, SRE, and QA. Expertise in orchestrating complex cloud workflows for Microsoft, Samsung, and American Express. Proven track record in risk mitigation and stakeholder alignment. Goal: Pivoting into a Technical Project Management (TPM) role within the cloud ecosystem.

Areas of Expertise

- Project Management: Agile (Scrum/Kanban), SDLC, Release Orchestration, Stakeholder Relations
- Cloud & Infra: Azure (Certified), AWS (Certified), GCP, Kubernetes (AKS/EKS), Docker
- Reliability & Ops: SRE, Incident Management (SLA), KPI Tracking, Risk Assessment
- DevOps/Automation: CI/CD (GitHub Actions, Jenkins), IaC (Terraform, Pulumi)
- Globalization: Bilingual Technical Bridge (English/Korean), Cross-Border Coordination
- Quality & API: QA Strategy, Automation (Selenium), API Validation (Postman), JMeter
- Observability: CloudWatch, Sumo Logic, Scalability, Hardware/Software Integration

Professional Experience

> Microsoft

Sr. Technical Support Engineer

03/2024 - present

- Orchestrate end-to-end incident management for high-priority enterprise cloud accounts, driving the resolution of complex Kubernetes and container-related issues on Azure under mission-critical SLAs.
- Act as a Technical Bridge and Cross-Functional Coordinator between South Korean enterprise customers and global engineering teams, translating complex technical requirements into actionable project roadmaps and documentation.
- Lead cross-functional investigation workstreams involving product engineering and customer success teams to identify root causes and implement long-term preventative strategies for Azure cloud environments.
- Manage stakeholder expectations and technical communications during high-pressure outages, ensuring alignment between customer business objectives and Microsoft’s technical delivery.

> Center ID (Acquired by American Express)

Site Reliability Engineer | Release Manager

01/2020- 11/2023

- Directed the end-to-end Release Management lifecycle, orchestrating daily triages, hotfix deployments, and strategic risk mitigation efforts in alignment with executive stakeholders.
- Optimized the Agile SDLC by re-engineering CI/CD pipelines, resulting in significantly reduced deployment lead times and enhanced system uptime for microservices architecture.
- Strategized and executed cloud infrastructure initiatives on AWS, overseeing delivery roadmaps, resource allocation, and proactive monitoring to ensure high availability.
- Standardized organizational deployment standards by implementing containerization strategies, ensuring environment parity across development and production workstreams.
- Spearheaded the transition to Infrastructure-as-Code (IaC) using Pulumi, improving operational efficiency and project scalability through automated provisioning.

> Center ID (Acquired by American Express)

QA Lead

12/2016 - 12/2019

- Designed and implemented the organizational QA strategy for a Fintech SaaS platform, integrating quality gates into a full-stack, Agile-driven development lifecycle.
- Governed the end-to-end testing program for web and mobile (iOS/Android) applications, overseeing the transition from manual testing to scalable automated frameworks.
- Directed API quality initiatives by developing automated validation suites for RESTful endpoints, ensuring data integrity and system reliability across microservices.
- Leveraged data-driven observability using Sumo Logic and CloudWatch to analyze logs and system performance, providing actionable insights for engineering and product stakeholders.
- Collaborated with Product Managers and Engineers to define acceptance criteria and manage project risks, ensuring defect-free deployments for high-compliance financial software.

> Cyanogen, Inc

Audio Test Engineer

04/2015 ~ 07/2016

- Coordinated global testing workstreams by establishing and managing comprehensive technical documentation for offshore testing teams, ensuring high-quality execution across time zones.
- Architected the end-to-end Audio QA framework for Cyanogen OS, defining validation processes for both native and third-party applications to ensure seamless ecosystem integration.
- Managed quality benchmarks for hardware-software integration, conducting signal interference and noise analysis across multiple hardware revisions to meet market-ready standards.
- Led specialized DSP quality assessments for core communication and media applications (Dialer, Skype, Google Music), ensuring audio processing met strict performance requirements.

> **Samsung Electronics America**

Audio Test Lead | Test Lead

01/2013 ~ 05/2015

- Orchestrated the end-to-end quality lifecycle for flagship Samsung devices (Galaxy S5, S6 Edge, S4 Zoom), ensuring all audio and telecommunication features met market-ready standards for major carriers (AT&T, T-Mobile).
- Led cross-functional certification workstreams for mobile baseband technologies, including VoLTE, LTE, and SRVCC handovers, ensuring seamless network performance and regulatory compliance.
- Managed technical delivery and release milestones for multiple concurrent hardware projects, coordinating between engineering teams and carrier partners to meet strict launch deadlines.
- Directed comprehensive performance testing across RF, GPS, and Audio domains, identifying and mitigating technical risks prior to mass-market production.

> **En Masse Entertainment**

Bilingual QA / Audio QA

12/2011 ~ 08/2012

- Facilitated international project synchronization for the AAA MMORPG title TERA Online, serving as the primary technical liaison between US and South Korean development teams.
- Managed localized release readiness by overseeing software, service, and hardware compatibility workstreams for both pre- and post-launch product phases.
- Streamlined cross-border communication by translating technical documentation and managing bug tracking workflows in JIRA, ensuring alignment on project priorities between global stakeholders.
- Oversaw Audio Quality Assurance and creative asset delivery, including the composition of the company’s brand audio logo.

> **Google (contract)**

Visual Data Specialist

01/2011 ~ 11/2011

- Working as a team to optimize tools and processes, analyze data for errors, and make quick, analytical decisions based on existing policies and procedures for Google Maps.

> **VMC Game Labs (contract)**

Bilingual QA in Functional QA

08/2008 ~ 09/2009

- Functional QA in Xbox360 Software Certification lab
- Bilingual QA in English and Korean

Certification

- Microsoft Certified: Azure AI Fundamentals - May 1, 2025 - C25B0C-3C40AC
- Microsoft Certified: Azure Fundamentals - February 5, 2024 - 14CE0L-B4F369
- CompTIA A+ - COMP10523975
- AWS Certified Cloud Practitioner - January 22, 2024 - 90b63dd7c8eb42d19d9eb54e349ac620

Publications

- Windows XP for Multimedia and Home Networking (Korean) - ISBN: 89-8397-097-9

Education & Training

- 900 Hours of Audio Engineering Training Program, Professional Audio Production - Los Angeles Film School, Hollywood, CA

Awards

- Best Audio/BGM Award - 2005 Korean Game Developers Summit
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