Kevin Sohn

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Technical Leader with over 14 years of experience across Release Management, Site Reliability Engineering, and Quality Assurance. Expert in orchestrating complex cloud workflows for major organizations including Microsoft, Samsung, and Center ID (acquired by American Express). Proven track record in risk mitigation and stakeholder alignment. Currently pivoting into a Technical Program Management 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
- AI-Assisted Development: LLM Orchestration, Prompt Engineering, Agentic Workflows, AI-Driven Code Generation, and Rapid Prototyping
- 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

- Initiated and led the development of internal efficiency tools, utilizing AI-driven prototypes to automate case grooming and achieve incremental productivity gains.
- 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.
- Led the migration 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 synchronization for the AAA title TERA Online, serving as the technical link between US and South Korean engineering teams.
- Managed localized release readiness by overseeing compatibility workstreams for both pre- and post-launch software phases.
- Streamlined cross-border workflows by managing JIRA bug tracking and technical documentation to align project priorities across global stakeholders.
- Directed Audio QA and creative asset delivery, including the composition of the official 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
- AWS Certified Cloud Practitioner - January 22, 2024 - 90b63dd7c8eb42d19d9eb54e349ac620
- CompTIA A+ - COMP10523975

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