

Kevin (Min) Sohn

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Technical Leader | Cloud Operations | Release Management | SRE

About Me

Technical leader with 14+ years across cloud operations, release management, SRE, and QA. Experienced at coordinating complex technical work for Microsoft, Samsung, and Center ID, acquired by American Express, with a strong record in risk mitigation, stakeholder alignment, and cross-border execution. Currently focused on Technical Program Management in cloud ecosystems.

Areas of Expertise

- Program delivery: Agile, Scrum, Kanban, SDLC, release orchestration, stakeholder alignment
- Reliability: SRE, incident management, SLA ownership, KPI tracking, risk assessment
- DevOps: CI/CD, GitHub Actions, Jenkins, Terraform, Pulumi
- Quality and observability: Grafana, Loki, CloudWatch, Sumo Logic, API validation, Selenium, Postman, JMeter
- Cloud platforms: Azure, AWS, GCP, Kubernetes, AKS, EKS, Docker
- AI development: LLM orchestration, prompt engineering, agentic workflows, rapid prototyping
- Global delivery: English/Korean technical bridge, cross-border coordination
- Audio production and quality: editing, mixing, composition, DAWs, mobile-device testing, final audio approval

Professional Experience

Microsoft

Sr. Technical Support Engineer | 03/2024 - Present

- Led AI-assisted internal tooling prototypes that automate case grooming and improve support workflow efficiency.
- Provide technical leadership for Azure Kubernetes Service (AKS) and cloud infrastructure incidents supporting U.S. Government and enterprise customers under mission-critical SLAs.
- Coordinate South Korean enterprise customers, global engineering, product, and customer success teams; translate requirements into roadmaps, documentation, root-cause analysis, and prevention plans.
- Manage executive and technical communications during outages, aligning customer business priorities with Microsoft delivery.

Center ID, acquired by American Express

Site Reliability Engineer | Release Manager | 01/2020 - 11/2023

- Oversaw SOC 2 compliance for AWS systems and release management spanning triage, hotfixes, risk controls, audit readiness, and executive alignment.
- Re-engineered CI/CD pipelines and Agile delivery, reducing microservices deployment time from 8 hours to 2 hours.
- Managed 20+ AWS Lambda microservices and standardized Docker/Pulumi deployments, improving availability, environment parity, and provisioning speed.
- Configured JumpCloud SAML SSO with automated Jenkins provisioning, centralizing identity management and eliminating manual setup.

Center ID, acquired by American Express

QA Lead | 12/2016 - 12/2019

- Built QA strategy for a Fintech SaaS platform, embedding quality gates into full-stack Agile delivery.
- Led web, mobile, and API testing programs, moving teams from manual testing to scalable automation and REST validation suites.
- Used Sumo Logic and CloudWatch to turn logs and performance data into engineering and product decisions.
- Partnered with product and engineering to define acceptance criteria, manage risk, and protect high-compliance financial releases.

Cyanogen, Inc

Audio Test Engineer | 04/2015 - 07/2016

- Coordinated global Audio QA workstreams for Cyanogen OS, building documentation and validation processes for offshore teams.
- Defined QA frameworks for native and third-party audio applications across hardware and software revisions.
- Managed signal interference, noise, DSP, communication, and media quality benchmarks to meet market-ready standards.

Samsung Electronics America

Audio Test Lead | Test Lead | 01/2013 - 05/2015

- Made final audio-quality decisions for Samsung mobile phones, including flagship models, evaluating performance across hardware and software revisions before release.
- Led certification workstreams for VoLTE, LTE, and SRVCC handovers, coordinating engineering teams and carrier partners.
- Managed release milestones and risk mitigation across concurrent hardware projects before mass-market production.

En Masse Entertainment

Bilingual QA | Audio QA | 12/2011 - 08/2012

- Served as the bilingual technical coordinator for TERA Online, a AAA MMORPG, connecting U.S. and South Korean engineering teams across development, QA, and localization.
- Managed localized release readiness, compatibility testing, JIRA workflows, and technical documentation across launch phases.
- Directed Audio QA and creative asset delivery, including composition of the official brand audio logo.

Google, contract

Visual Data Specialist | 01/2011 - 11/2011

- Worked as part of 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

- Performed functional QA in the Xbox 360 software certification lab 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

Education, Publications, Awards

- 900 Hours of Audio Engineering Training Program, Professional Audio Production - Los Angeles Film School, Hollywood, CA
- Windows XP for Multimedia and Home Networking, Korean - ISBN: 89-8397-097-9
- Best Audio/BGM Award - 2005 Korean Game Developers Summit