

# Rohit Kilpadi

Senior Site Reliability Engineer | Solution Architect | Technical Leader

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## PROFESSIONAL SUMMARY

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Senior Site Reliability Engineer with a career that has evolved from Solution Architecture – bringing deep architectural perspective to reliability engineering across financial services, payments, and digital platforms. Currently at Mastercard, leading observability standardization, incident management, and reliability tooling across mission-critical payment infrastructure on AWS. Experienced in Prometheus, Grafana, CI/CD pipelines, Terraform, and ITIL-aligned incident processes. Builder of internal platforms and automation tools that reduce toil, surface actionable insights, and drive record-breaking reliability outcomes. Proven ability to bridge business and technology in high-stakes, regulated financial environments.

## CORE COMPETENCIES

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- **Architecture:** Solution & Enterprise Architecture, SSO/SAML 2.0, GraphQL, API Design, Microservices
- **Reliability & Ops:** SRE, DevSecOps, Incident Management (ITIL), Monitoring (Prometheus, Grafana, Splunk, SignalFx, AppDynamics, ELK, LogRocket), Docker, Linux
- **Languages:** JavaScript (Node.js, Angular, Vue), Python, Rust (learning), Go (learning)
- **Databases:** MongoDB, Redis, Elasticsearch, Athena, DuckDB, MySQL, PostgreSQL
- **Frameworks:** MEAN, Express, Hapi, Fastify, GraphQL, PyTorch (learning), Fast.ai (learning)
- **AI Tools:** GitHub Copilot, AI-assisted coding tools (seasoned practitioner)

## PROFESSIONAL EXPERIENCE

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### Lead Site Reliability Engineer

Mastercard, Inc. | Boston, MA | Sep 2024 – Present

- Designed and built **SIREN**, an internal platform aggregating data from multiple systems of record into a single client-centric view – covering system metadata, host and database inventory, JIRA tickets, scheduled work, application versions, active features, feature flag settings, and configuration details – adopted across Solution Architecture, Technical Account, and Customer Success teams; built with the assistance of AI coding tools including **GitHub Copilot** and **Claude** to accelerate development.
- Drove critical incidents to a four-year low of **55** – the fewest ever recorded for Merchant Loyalty – beating the 2025 KPI target by **19.1%** and continuing a sustained improvement trajectory (401 → 207 → 81 → 55 year-over-year); proactively detected and resolved approximately **50%** of issues before they escalated to critical status.
- Set multiple Merchant Loyalty reliability records: first-ever **100% MTTM performance**; fastest mean time to mitigate at **167 minutes average (60.1% faster year-over-year)**; and longest Mean Time Between Failure for S1–S2 incidents ever recorded (**31 days, August 2025**).
- Diagnosed a long-standing client latency issue to its root cause – RDS SQL Server lock contention – and drove the fix that fully resolved the problem.
- Authored and implemented a company-wide observability standardization plan; built dashboards and alerts monitoring 5xx/4xx error rates and latency across AWS-hosted production systems.
- Established a Prometheus and Grafana backend specifically to monitor usage of the SIREN platform; created executive KPI reports in Domo covering incident volume, incidents per team/stack, MTTM, and business process health.
- Delivered training sessions and workshops on internally built tooling, incorporating user feedback to iteratively expand capabilities.

- Led ITIL-aligned incident management for critical incidents, ensuring procedural compliance, maintaining clear stakeholder communication, and driving continuous process improvement.
- Partnered with Product to design a client-centric data flow and dashboard providing real-time visibility into platform usage across the client base.
- Managed and maintained CI/CD pipelines (Jenkins, GitHub Actions) and Infrastructure as Code (Terraform, CloudFormation) to support reliable, repeatable deployments across AWS environments.

## Lead Solution Architect

**Mastercard, Inc.** | Boston, MA | Aug 2021 – Aug 2024

- Standardized the process and created reusable templates for onboarding multiple country subsidiaries into Business Requirements Documents (BRDs) and Solution Design Documents (SDDs); coordinated adoption across teams.
- Conceived and delivered the **Co-Brand Optimizer (CBO)** – a new product – including full process design and documentation, owning the technical delivery through Mastercard's Studio commercialization process to market launch.
- Resolved a **\$2MM financial discrepancy to zero** by identifying and correcting the root causes; turned a dissatisfied client on the verge of churning into an advocate with an NPS score of 95.
- Built a file conversion toolkit to automate transformation between fixed-width, CSV, and JSON formats, accelerating testing cycles and enabling rapid field inspection of large, complex files.
- Created a file transfer monitoring dashboard with automated reporting to Technical Account Managers, Customer Success Managers, and clients – significantly reducing operational friction and toil.
- Coordinated data flows across disparate Mastercard platforms – including NGFT, UDAP, Hadoop, Member Reward Service (MRS), SessionM, and BizOps – ensuring secure, end-to-end data integrity.
- Provisioned Active Directory groups and entitlements to enforce appropriate access controls for Solution Architects across the Merchant Loyalty group.

## Lead Web Architect, Digital Delivery

**Blue Cross and Blue Shield of Massachusetts** | Quincy, MA | Jul 2018 – Nov 2020

- Standardized a SAML 2.0 SSO template that migrated seven external partner integrations with zero service disruption, reducing the cost of subsequent outbound SSO projects by **70%**.
- Authored documentation, workflow, and DevSecOps template for the organization's first inbound SSO, cutting delivery time and cost for follow-on projects by **80%**.
- Developed a Node.js identity provider for cross-environment performance testing of inbound SSO, achieving **sub-100ms** processing time.
- Designed and streamlined data flows across multiple business domains – including 1099-HC tax forms, digital ID cards, Find-a-Doctor, Telehealth, claims, and member services – in close collaboration with product and domain SMEs.
- Served as technical solution contact for external partners including Accolade, BSwift, EyeMed, Fiserv, IBM, Sapphire Digital, LogRocket, and AppDynamics.
- Selected, implemented, and shepherded monitoring solutions (AppDynamics, ELK, LogRocket) through security, risk, and compliance review boards.
- Automated deployment of maintenance pages on web servers, eliminating the need for on-call network staff and streamlining operational workflows.
- Delivered a Proof-of-Concept GraphQL API to the Enterprise Architecture team, demonstrating the technology and improving performance of a critical website component by over 60%.

## Co-Founder & Chief Technology Officer

**Finzat** | NJ | Jul 2017 – Feb 2018

- Researched and developed the architecture and blockchain strategy for managing mortgage documents and collateral in a highly regulated environment.
- Authored the investor pitch deck that secured a significant funding round for the startup.

## Senior Software Engineer

Promoboxx | Boston, MA | Feb 2017 – Jul 2017

- Composed information security policy manuals and compliance checklists used by operations and sales during contract negotiations.
- Assessed framework migration path from AngularJS to Angular 2+ or Vue, providing recommendations for the engineering team.

## Chief Executive Officer

Araknode | Budapest, Hungary | Cambridge, MA | Apr 2013 – Dec 2016

- Designed, built, and launched a social media application to convert fan engagement into customer acquisition.
- Mentored early-stage startups and entrepreneurs in lean methodology and product strategy.

## Chief Executive Officer

Ingenio Systems | Budapest, Hungary | Apr 2009 – Mar 2013

- Engineered a web-based cash reconciliation and forecasting platform for 1,000+ ATMs, achieving a **96% improvement** in processing time.

## EARLIER CAREER

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Prior to 2009, held CEO and senior technical roles spanning InfoSec, compliance, project management, and enterprise software development. Served as InfoSec & Compliance Officer and Client Relationship & Project Manager at **First Data Hungary** (a global payment technology leader), and as CEO of Ingenio Systems Ltd., delivering solutions for international clients including the Open Society Institute (OSI), KPMG, GE EOS, Euronet, and Pepsi Americas. Full details available on request.

## EDUCATION

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### International Studies

University of Alabama at Birmingham | Birmingham, AL

## LANGUAGES

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English (fluent, second mother tongue) • Konkani (mother tongue) • Hungarian (advanced) • French (advanced comprehension) • Hindi (conversational) • Russian (good comprehension)

## INTERESTS & ACTIVITIES

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Cooking (MasterChef Hungary contestant) • Mentoring • Photography • Travel