

# 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: QA strategy, Selenium, Postman, JMeter, API validation
- 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
- Observability: CloudWatch, Sumo Logic, scalability analysis

## 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.
- Orchestrate incident management for high-priority Azure enterprise accounts, resolving complex Kubernetes and container issues 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

- Directed release management across daily triage, hotfixes, risk mitigation, and executive stakeholder alignment.
- Re-engineered CI/CD pipelines and Agile delivery practices, reducing deployment lead time and improving uptime for microservices.
- Owned AWS infrastructure roadmaps, resource planning, monitoring, and high-availability operations.
- Standardized deployments with Docker and Pulumi-based infrastructure as code, improving environment parity, scalability, and provisioning speed.

### 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

- Owned quality lifecycle for flagship Samsung devices, covering audio, telecommunication, RF, GPS, and carrier readiness.
- 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 technical link between US and South Korean engineering teams for TERA Online.
- 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