

# FARJAD SYED

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## PROFESSIONAL SUMMARY

Director-level technical leader with 14+ years building and scaling global service engineering and support organizations across distributed environments. Proven record establishing 24/7 follow-the-sun operations, designing escalation frameworks that reduced customer escalations by 75%, and growing teams from 3 to 50+ engineers across three continents. Deep experience in cloud infrastructure, integration platforms, automation-driven support, and SLO-based operating models serving enterprise SaaS and regulated industries.

## CORE COMPETENCIES

Global Service Operations	24/7 Support Leadership	Follow-the-Sun Coverage
Incident Management	SLO & Error Budgets	Escalation Management
Cloud Infrastructure	Observability	Integration Platforms
API Architecture	Support Automation	Self-Service Tooling
Distributed Team Leadership	Cross-Functional Alignment	Runbook Development
Executive Communication	Healthcare Technology	Operational Reporting
Operational Reporting	Post-Incident Review	Delivery Governance

## PROFESSIONAL EXPERIENCE

### Augmentry.ai — Austin, TX

*Director, Engineering Operations & Services*

Jun 2024 – Present

- Build and lead customer-facing technical teams supporting 5M+ monthly transactions, driving 85% cost reduction in support operations while improving CSAT from 7.2 to 9.1/10
- Lead technical discovery and solutioning for complex enterprise requirements, ensuring alignment between customer needs, platform capabilities, and integration readiness
- Design incident response and escalation triage workflows to ensure rapid issue resolution and sustained service continuity across enterprise customer environments
- Serve as executive advisor on platform adoption, operational maturity, and long-term technical strategy for customer-facing service operations

### 4ME Inc — Austin, TX

*Solutions Architect, Enterprise Technical Services*

Jun 2023 – Jun 2024

- Led Terraform-based infrastructure-as-code adoption that reduced configuration drift by 40% and improved provisioning efficiency across enterprise environments
- Translated complex technical capabilities into business value propositions for executive audiences (CIOs, CTOs, IT Directors), aligning infrastructure investments with operational outcomes
- Architected integration patterns and reference architectures to support platform extensibility, partner use cases, and customer workflow requirements
- Standardized onboarding and knowledge-sharing practices to improve consistency across distributed teams and reduce ramp time for new engineers

### Firstup — San Francisco, CA (Remote)

*Director, Global Operational Reporting*

Jul 2022 – May 2023

- Scaled global PS team from 8 to 22 consultants across NA, EMEA, and APAC regions while maintaining delivery quality and customer satisfaction
- Turned underperforming business unit around from \$300K quarterly loss to 42% gross margin through process optimization and delivery governance

- Implemented observability and operational guardrails to ensure stable platform transitions and predictable delivery across customer environments
- Partnered with Sales, Product, Engineering, and Customer Success leaders to align execution with business outcomes and reduce cross-functional friction during organizational change

## **LogicMonitor — Austin, TX**

*Director, Operational Reporting and Solutions Engineering*

*Sr. Manager, Operational Reporting*

*Manager, Operational Reporting*

Aug 2015 – Jul 2022

- Built global delivery coverage and escalation frameworks across a 50+ engineer organization (15 → 50+ engineers) spanning US, EMEA, and APAC, reducing executive-level customer escalations by 75% while maintaining 24x7 support coverage
- Established financial and operational reporting frameworks that gave leadership predictable visibility into services margin, utilization, and delivery risk across global operations
- Designed follow-the-sun support operations with structured on-call rotations, runbooks, and escalation triage, ensuring uninterrupted coverage and predictable response times across global customer base
- Implemented data-driven capacity planning and KPI dashboards to improve resource allocation, delivery predictability, and SLO adherence across distributed teams
- Guided development of reusable automation frameworks and SDK patterns to standardize custom solution delivery and reduce redundant engineering effort
- Emphasized proactive risk identification and blameless postmortems to continuously improve reliability and reduce recurring incident patterns

## **EARLIER EXPERIENCE**

Solutions Architect, Operational Reporting — LogicMonitor

Solutions Engineer, Operational Reporting — LogicMonitor

Systems Engineer, Data Center — Q2

Case Manager — Dell Technologies

System Administrator — Ramada

## **TECHNICAL DOMAINS & PLATFORMS**

Enterprise SaaS & Platform Architectures: API-driven, multi-tenant, services-based systems

Enterprise Integrations & Workflows: ERP-adjacent, CRM, ITSM, procurement, finance platforms

Cloud & Infrastructure Operations: Public cloud, containerized workloads, infrastructure-as-code

Identity, Security & Access Control: SSO, IAM, RBAC, compliance-aligned enterprise environments

Data, Analytics & Value Measurement: Operational metrics, performance dashboards, ROI tracking

## **EDUCATION**

**Bachelor of Science in Computer Engineering**

Michigan State University

## **CERTIFICATIONS**

Amazon Web Services Solutions Architect

VMware Certified Professional – Data Center

AI Specialization (Underway)

Microsoft Certified Solutions Associate

CompTIA A+, Network+ & Security+

ITIL Training