

DHRUV GARG

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EDUCATION

THE PENNSYLVANIA STATE UNIVERSITY

Bachelor of Science, Computer Science | Minors: Cybersecurity - Computational Foundations | Graduation: 12/2021 | GPA: 3.71

SKILLS AND CORE COURSES

Program Leadership: Program & Stakeholder Management, Roadmap Development, Risk Mitigation, Executive Communication, Cross-functional Alignment, Process optimization, Data-driven decision making, Executive Communication and Business Impact Presentation

Technical/Cloud: PHP/MySQL, OOP, Network Management, Bash, Red Hat Enterprise Linux, Linux System Administration, Python (Programming Language), Internet Protocol Suite (TCP/IP/HTTP/SSL), DHCP, DNS, YAML, Network Management Systems (NMS), CI/CD, Bitbucket, Jenkins, REST APIs, MongoDB, Pandas, JIRA, Big data, Data Manipulation, Quantitative Analysis, AWS services (EC2, ELB, IAM, nACL, ELB, EKS), Containerization technologies, Cloud computing concepts, PowerShell

ACADEMIC ACHIEVEMENTS

Dean's List All Semesters from Spring 2019 to Fall 2021 (All Semesters)

The Pennsylvania State University

Global Engineering Engagement travel grant scholarship 2019

The Pennsylvania State University

National Cyber Olympiad 2015 Gold Medalist

India, Asia Pacific

AWS Certified Cloud Practitioner (<https://lnkd.in/en2B2rUN>)

PROFESSIONAL EXPERIENCE

Cloud Engineer (Customer-Facing), Amazon Web Services (AWS)

Seattle, WA; 02/2025 - Present

- Directed enterprise client programs, partnering with Solutions Architects and Account Managers to deliver AWS adoption roadmaps aligned with customer business strategy.
- Achieved and maintained CCR score of 5 by leading customer success initiatives that reduced repeat escalations and improved resolution efficiency.
- Influenced AWS leadership by presenting KPI-driven insights, shaping onboarding processes and escalation governance across the org.
- Partnered with fintech client to design cost-optimized AWS architecture, reducing spend by \$3K/month and improving application latency 25%.
- Led AI User engagement workshops and onboarding programs to accelerate knowledge transfer and ensure consistent, high-quality engagements Across.
- Guided enterprise clients and internal business teams through the design, deployment, and optimization of cloud solutions, serving as a trusted technical advisor for EC2, ElastiCache, VPC, ELB, and IAM.
- Designed cost-optimized EC2 system architectures for a fintech client, improving latency by 25% and reducing monthly costs by \$3K by integrating AWS Cost Explorer across the customer's AWS Organizations structure.
- Built early credibility as a technical communicator and program thinker, leveraging AWS Leadership Principles (Ownership, Bias for Action, and Invent & Simplify) to drive improvements beyond individual work and influence team-level effectiveness.

Systems Engineer (Program Manager Jupiter 3), Hughes Network Systems - An EchoStar Company

Germantown, MD; 02/2022 - 02/2025

- Program Manager for Jupiter 3 GEO Satellite, launched on July 28, 2023, directed end-to-end delivery across engineering, product, and operations teams, ensuring successful launch and rollout of consumer broadband, enterprise networks, and inflight/maritime connectivity across North and South America.
- Defined and executed the program roadmap for network architecture, coordinating 100+ engineers and international stakeholders, delivering Phase 2 commissioning for Jupiter 3 on schedule and with 30% higher efficiency.
- Established risk-mitigation and governance frameworks to manage cross-team dependencies, ensuring SLA compliance and executive visibility throughout the J3 launch program.
- Drove automation and provisioning programs end-to-end, for Jupiter3 systems that cut manual work of the team by more than 78%, accelerating readiness for full-scale production and post-production operations.
- Led integration of GCP-hosted business systems with consumer networks via APIs, streamlining data flow and optimizing business operations for consumer connectivity services.
- Planned and directed roadmaps for managed network architecture upgrades/migrations for the fleet of GEO satellite systems, reducing downtime by 30% and increasing network speed by 20%, utilizing TCP/IP, DNS, SSL protocols. Managed the engineering upgrades to improve overall network efficiency by 35%.
- Analyzed system data to identify areas of improvement and established novel programs to develop new automation strategies for the system management, resulting in a reduction of manual work by more than 50%.
- Coordinated executive-level reporting and communication, ensuring leadership alignment across technical, business, and customer success teams during pre-launch, launch, and post-production phases.

LEADERSHIP AND VOLUNTEER

Program Lead, Jupiter 3 GEO Satellite

Hughes Network Systems | Feb 2022 - Feb 2025

- Directed cross-functional teams to deliver the world's largest commercial GEO satellite. Aligned technical strategy with business objectives and facilitated executive and stakeholder communication to ensure timely delivery and customer success. Managed end-to-end coordination between engineering, business team, and network operations for launch and post-production rollouts

Parents Program Ambassador

Penn State; 08/2019 - 08/2021

- Served as liaison between families and to university leadership, strengthening community engagement and improving parent outreach.

Penn State Global Peer Advisor

Penn State; 08/2019 - 08/2021

- Advised and mentored students as a Global Peer Adviser, supporting study abroad participation and fostering leadership and cross-cultural engagement while strengthening Penn State's Global engagement initiatives.

Executive Board / Liaison Chair, Presidential Assistant, International Student Council

Penn State; 08/2019 - 12/2021

- Advised council leadership and organized cross-departmental programming to support international student inclusion and representation.

Executive Tutoring Chair, Eta Kappa Nu (HKN), Honors Society for EECS

Penn State; 03/2020 - 12/2020

- Mentored EECS students and coordinated professional development events to support academic success and professional growth.