Kevin (Min) Sohn

codenism@gmail.com | minresu.me | Portfolio | LinkedIn
Release Management | Platform Delivery | Cloud Infrastructure

About Me

Release and infrastructure delivery professional with three years of release-management experience and hands-on work in SRE, CI/CD, AWS, and Azure. At Center ID, coordinated biweekly releases for 20+ microservices and rebuilt the Jenkins deployment system, cutting an average full deployment from eight hours to two. Background also includes eight years in QA, practical automation work, and technical coordination in English and Korean.

Areas of Expertise

- Release delivery: readiness reviews, dependency tracking, go/no-go facilitation, hotfixes, rollback planning
- DevOps: CI/CD, Jenkins, GitHub Actions, deployment automation, environment standardization
- Quality engineering: test strategy, release gates, API/web testing, Selenium, Postman, JMeter
- Global collaboration: English/Korean technical coordination, documentation, training
- Cloud and platform: Azure, AWS, Kubernetes, AKS, Lambda, Docker, Terraform
- Reliability and observability: SRE, incident management, Grafana, Loki, Prometheus, CloudWatch, Sumo Logic
- AI-assisted development: Windows utilities, Node.js web apps, Azure AI Foundry
- Audio quality: mobile-device validation, DSP evaluation, final audio acceptance, production

Professional Experience

Microsoft

Sr. Technical Support Engineer | 03/2024 - Present

- Support Azure Kubernetes Service and cloud-infrastructure incidents for U.S. government and enterprise environments under mission-critical SLAs, coordinating escalations with product engineering, TPM, and PM teams.
- Use AI-assisted development to build Windows utilities and Node.js web apps that improve internal documentation and case workflows.
- Contribute to an internal team that reviews and improves the quality of documentation shared across the broader support team.
- Follow internal engineering cases across teams until they reach the right product group, and explain technical findings to Korean-speaking stakeholders.

Center ID, acquired by American Express

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

- Worked as both an SRE and Release Manager, with three years focused on biweekly production releases for 20+ microservices across development, staging, and production.
- Worked with the CTO, product owner, Scrum Master, and engineers on readiness and go/no-go decisions; tracked dependencies and coordinated deployments, hotfixes, rollback plans, status updates, and post-release reviews.
- Rebuilt non-working, UI-configured Jenkins pipelines as scripted pipelines that could be backed up and restored more easily. Ran them on Kubernetes so services could deploy in parallel, cutting the average full deployment from about eight hours to two, with branch-based rollback for each service.
- Connected JumpCloud provisioning to Jenkins so new users no longer needed manual account setup, then trained developers to use the self-service deployment flow.
- Used the AWS SOC 2 checklist to review existing practices, helped implement the remaining controls, and joined the effort to find unused resources and virtual machines that could be consolidated.

Center ID, acquired by American Express

QA Lead | 12/2016 - 12/2019

- Created the QA strategy and release gates for a financial SaaS platform covering web, mobile, and API delivery.
- Built parallel, multi-browser automation that cut sanity testing from about half a day to a couple of hours.
- Used Sumo Logic and CloudWatch during validation and partnered with product and engineering on acceptance criteria and release readiness.

Cyanogen, Inc

Audio Test Engineer | 04/2015 - 07/2016

- Coordinated global audio QA for Cyanogen OS and documented validation processes for native and third-party audio across hardware and software revisions.

Samsung Electronics America

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

- Held final audio-quality acceptance for 50+ mobile-device models, including flagship and government variants, partnering with DSP engineers until listening criteria and laboratory frequency-response results met release standards.
- Coordinated VoLTE, LTE, and SRVCC certification and release milestones across hardware, software, and carrier stakeholders.

En Masse Entertainment

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

- Coordinated U.S. release readiness for TERA Online with South Korean engineering and U.S. localization writers, validating translated content, context, compatibility, and audio assets.
- Composed the company audio logo for En Masse Entertainment.

Earlier Experience

Google (contract) - Visual Data Specialist | 2011

- Performed quality control and drew roads for Google Maps worldwide, following prioritization policies.

VMC Game Labs (contract) - Bilingual QA | 2008 - 2009

- Performed English/Korean functional QA in the Xbox 360 software certification lab.

Personal Projects

Your Signal | Personal, internal-use project

- Built a personal uptime-monitoring service with health-checked blue/green deployments and coordination to prevent duplicate monitoring jobs during releases.

Home Lab | Networking and Monitoring

- Built and maintain a home lab for software development, with VMs hosted on TrueNAS, OPNsense networking, and Grafana/Loki monitoring.

Certifications

- Microsoft Certified: Azure AI Fundamentals - May 2025
- Microsoft Certified: Azure Fundamentals - February 2024
- AWS Certified Cloud Practitioner - January 2024
- CompTIA A+

Education, Publications, Awards

- 900-hour Professional Audio Production program - Los Angeles Film School
- Contributor, *Windows XP for Multimedia and Home Networking*, Korean edition
- Best Audio/BGM Award - 2005 Korean Game Developers Summit