

Sourabh Chopra

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PROFESSIONAL SUMMARY

Results-driven Systems Engineer and Navy Reserve Construction Electrician with over 12 years of experience in information technology, data center operations, and engineering. Proven leadership through 4 years of military service, including combat deployment, and hands-on expertise in construction electrical systems and team management. Adept at driving complex infrastructure projects, troubleshooting mission-critical systems, and leading cross-functional teams. Seeking a managerial role where strategic thinking, technical depth, and military-honed discipline bring measurable impact.

PROFESSIONAL EXPERIENCE

SYSTEMS ENGINEER

Hyve Solutions – Fremont, CA | Jan 2017 – Present

- Serve as a senior systems engineer in a fast-paced OEM data center environment, supporting large-scale deployments for top-tier clients including hyperscale's and cloud providers.
- Lead server platform validation projects, specializing in BIOS/UEFI, IPMI, RAID, PMBus, FRU, and thermal tuning across custom hardware builds.
- Collaborate directly with hardware design, firmware, and manufacturing teams to streamline deployment processes and reduce time-to-market.
- Spearheaded performance benchmarking and root cause analysis initiatives, improving system reliability and reducing escalations by over 30%.
- Provide end-to-end lifecycle support—from prototyping to post-production—ensuring system compliance with evolving data center standards and client specifications.
- Act as a technical mentor, training junior engineers and support staff on diagnostics, server architecture, and firmware upgrade protocols.

CONSTRUCTION ELECTRICIAN 2ND CLASS (CE2) – SCW/EXW QUALIFIED

Naval Construction Battalion Eighteen (NCB 18) – U.S. Navy Reserves | 2021 – Present

- Deployed in support of global expeditionary operations, managing electrical infrastructure projects under combat and austere conditions.
- Certified in Seabee Combat Warfare (SCW) and Expeditionary Warfare (EXW), with proven leadership in both contingency construction and tactical operations.
- Led electrical planning and site execution for mission-critical projects, including power generation, temporary lighting systems, and combat outpost wiring.
- Conducted field inspections and QA/QC for facilities, ensuring compliance with military construction standards and operational readiness.

- Supervised teams of Seabees during joint-force exercises and field training operations, enhancing unit combat effectiveness and engineering response time.
- Coordinated material logistics, manpower scheduling, and safety compliance in active construction zones.

TECHNICAL SUPPORT EXECUTIVE

Dell Technologies – Amritsar, India | Mar 2012 – Oct 2014

- Delivered frontline technical support to global Dell customers, resolving complex software, hardware, and networking issues across desktops, servers, and laptops.
- Managed up to 70+ daily customer interactions, maintaining a >90% satisfaction rate and exceeding SLA targets.
- Diagnosed system failures and conducted root-cause analysis using remote tools and logs, improving first-call resolution metrics by 25%.
- Provided escalation support to Tier II engineers and contributed to internal knowledge base updates and SOP improvements.
- Recognized for excellence in customer communication, empathy, and technical clarity—earning multiple client commendations.

EDUCATION

- University of Maryland Global Campus (UMGC)
Bachelor of Science in Computer Science – Expected Dec 2025
Relevant coursework: Data Structures, Algorithms, Systems Architecture, Cloud Computing
- University of Maryland Global Campus (UMGC)
Associate of Arts in General Studies – Graduated May 2025
GPA: 3.2

SKILLS

Technical Skills:

- Server Architecture (x86, x64) | RAID Configuration | IPMI | BIOS/UEFI | PMBus | FRU
- Data Center Infrastructure | Hardware Diagnostics | Firmware Upgrades | Performance Tuning
- Networking (TCP/IP, DNS, DHCP, VLANs) | Windows/Linux Server OS | Shell Scripting | Remote Access Tools
- Power Systems | Electrical Wiring (AC/DC) | Generator and Load Bank Operations | Grounding & Safety Systems
- Remote Troubleshooting | Knowledge Base Development | QA/QC Inspections | Technical Documentation

Military & Leadership:

- SCW (Seabee Combat Warfare) Qualified | EXW (Expeditionary Warfare) Qualified
Combat Deployment Experience | Tactical Field Operations | Team Supervision & Training
- Construction Management | Electrical Site Planning | Safety Compliance | Operational Readiness

Soft Skills:

- Leadership Under Pressure | Mission-First Mentality | Adaptability | Cross-Functional Collaboration
- Strong Verbal & Written Communication | Technical Mentorship | Time Management | Conflict Resolution