

Resume

Gayatri Guntu

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WORK EXPERIENCE:

SAP Labs India (under the payroll of RLabs enterprise) – Cloud Support Engineer
Bangalore July 2021 – Present
Project: SAP API Management

Tech Mahindra - Associate Software Engineer
Bangalore Jan 2019 – June 2021
Project: Singapore Telecommunication Ltd.

PROFESSIONAL SUMMARY:

- Currently working as APIGEE Support Engineer at SAP Labs
- Having 3+years of experience as APIGEE Engineer & Production Application Support.
- Having Good Knowledge of Linux, SQL, AWS, JIRA, CI/CD Deployment, and Jenkins. Apigee Global customer support.
- Strong hands-on knowledge of APIGEE components and policies and hands-on experience it.
- Good knowledge of AWS services like EC2, Elastic Load-balancers, S3, EBS, VPC, Route53, and Cloud watch.
- Maintaining applications availability on Cloud Platform and ensuring the availability from runtime and design-time. Monitoring -24*7, Dynatrace monitoring,1000 eyes. Customer provisioning.
- Experience in Client Management, Business Requirement Specification, creating confluence pages, KBA, and architecting solutions.
- Comprehensive knowledge in all facets from the groundwork of coding and debugging, right up to the higher level of work involving analysis, feasibility studies, source review, team collaboration, and documentation
- Knowledge Management (KM) with responsibility for issue resolution documentation, RCA preparation, incident/outage management, communications, and wiki articles for the team.
- Knowledge of Software Development Life Cycle (SDLC).
- Good knowledge of Rundeck Jobs, Jenkins, Automation Cloud Pilot, and BTP Cockpit (Neo & Cloud Foundry).
- Experience in the creation of batch jobs, performance, and Control-M testing in Linux.
- Involves in Production issues troubleshooting and delivering solutions within pre-defined SLA. Global customers support 24*7. Working with external teams such as the AWS-Support team, Azure Support team, and Apigee-Google team.
- Configured security policy standards such as OAuth 2.0, SAML, and mutual TLS for incoming and outgoing APIGEE calls.
- Ability to learn new technologies and tools quickly.
- Strong communication skills and team spirit.

TECHNICAL SKILLS:

- Operating System: Windows, Unix/Linux
- Server: Apache, Jboss, Rundeck, Nginx
- Ticketing: Clarify, Service-Now, JIRA, BCP, CSS.
- Monitoring: Dynatrace, AVS, Uptime, 1000 eyes.
- Cloud Platform: Amazon Web Services [EC2, Route53, S3, VPC, ELB, Cloud Watch, IAM]
- Trained Skill: Linux, AWS, Cloud Platform.
- On-Hands Experience: Linux, Postman, AWS, APIGEE EDGE, CI/CD Deployment.

PROJECT PROFILE:

➤ **At SAP Labs:**

Project: API Management APIGEE Support

- API Platform is the main tool for managing Customers' APIs, deploying, publishing, and providing access to SAP BTP Cockpit for those APIs to customers.
- APIGEE is a gateway that provides security, scalability, policies, caching, rate limit, and so on for customers to connect to on-premises.
- Responsible for DC rollout on IAAS.
- Configuring custom domains to the customers by enabling the service through API Management.
- Handling outages on different scenarios related to the runtime/design environment provided by Apigee components and troubleshooting the issue with backend teams.
- Troubleshooting and monitoring API Proxies running on APIGEE using the Trace tool.
- Creating API proxies with Traffic Management, Mediation policies, Security policies, and Extension callout policies.
- Working with the customer team for onboarding to the APIGEE platform.
- Knowledge of implementing API security using OAuth 2.0, JWT, SAML, and Encryption/Decryption.

Type: 24*7 Global support, Live deployment/validations, OS Patch, System upgrades, Hyper scalar Migrations, SSL certificate renewals, Troubleshooting, Incidents (ServiceNow & BCP), Outage Management.

Environment/Tools: Java applications, SAP BTP Cockpit, Jenkins, Automation Cloud Pilot, AWS, Azure, GCP, Alli Cloud, PostgreSQL, Converge Cloud (CC3), Apigee Edge, JIRA, Linux, Postman, Concourse Pipeline.

Role: APIGEE Support Engineer

➤ **At Tech Mahindra:**

Singapore Telecommunication Group is Asia's leading Telecommunications group which provides a diverse range of services including fixed, mobile, data, internet, TV, info-comms technology (ICT), and digital solutions.

Project: Mobile Portal Applications

The mobile portal application is a one-stop mobile app that allows you to view your SingTel bill, manage your mobile services and check data usage on the go. You can also subscribe to overseas data roaming services and check out the latest handset offers and prices every weekend.

Type: Live Deployment, Release plan/builds code, Sanity, Troubleshooting, Incidents, SRs, BAU-CRs.
Environment: Java 1.8, Spring Boot 2.3, Bit bucket, Bamboo, JIRA, SQL, Linux, AWS (Cloud Watch & S3).
Role: Production Application Support

PROJECT:

❖ **Service Fabric to Hyperscalar Migration on Cloud Foundry and Vice Versa:**

As a part of provisioning the customers into Cloud Foundry environments without any issue with the database, we have upgraded the database from Service Fabric PostgreSQL to Hyperscalar PostgreSQL. Performed activity on AWS and Microsoft Azure landscapes.

Initial Migration: This step will do PreFlightCheck by setting the prepared migration value as true and checking the input properties. The replication step will generate the password and file with the existing DB name as a backup in the admin credential folder.

Process Migration: Once the Initial migration is completed will stop the applications i.e., API PORTAL and DEVPORTAL to run the process migration. This step will replication involves moving the tables from Service Fabric PostgreSQL to Hyperscalar PostgreSQL within the count value=1800.

Final Migration: Once tables are successfully transferred tables from Service Fabric PostgreSQL to Hyperscalar PostgreSQL will start the applications of both API PORTAL and DEVPORTAL and run the final migration to make the Service Fabric PostgreSQL a backup DB and disable the DB from onboarding.

Environment: AWS and Microsoft Azure landscapes, Python scripting, Command Line Interface.

EDUCATION QUALIFICATION:

- B. Tech (Electrical and Electronic Engineering) – NRI Institute of Technology, Vijayawada-2018, 75.33%
- HSE(MPC) – Narayana Junior College, Vijayawada-2014, 87.9%
- SSC (CBSE) – Kendriya Vidyalaya No.2, Vijayawada-2012, 70GPA

DECLARATION:

I hereby declare that the information given above all true to the best of my knowledge and belief.

Place: Vijayawada