Pavan Kalyan Mandhula

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Turkemjal, Hyderabad, Telangana-501510, India

ABOUT

Results-driven IT Analyst and Site Reliability Engineer (SRE) with over 4 years of experience in Production Management. Specialized in maintaining system reliability, Proficient in Incident Management, Certificate Management, Change Management, Root Cause Analysis (RCA), and implementing proactive solutions to ensure high availability and scalability. Adept at managing cloud technologies, and monitoring tools such as Splunk, AppDynamics, Redhat, Kibana and Grafana. Proven expertise in migrating critical legacy applications to Pivotal Cloud Foundry (PCF) and transitioning private cloud platforms to Open Shift public cloud for Citibank critical applications, Citi Fusion baking applications. Skilled in Java, SQL, PCF, AWS, Open Shift, APIGEE, Gemfire and IBM APIM. Demonstrated ability to drive system efficiency, achieve service level agreements (SLAs). Recognized for streamlining processes and delivering reliable solutions in dynamic, fast-paced environments.

EXPERIENCE

- **Tata Consultancy Services [🌐]**   *March 2022*
  Production Support Engineer   Hyderabad, Telangana
  - Planned, supported, and validated Pivotal Cloud Foundry (PCF) upgrades, Contributed to the migration of critical applications from private cloud (PCF) to Hybrid cloud (OpenShift) for Citi Bank North America, ensuring a smooth transition and system optimization.
  - Played a key role in transitioning Citi Bank's Fusion baking partners from APIM to Apigee, enhancing integration and scalability.
  - Developed critical monitoring dashboards using Splunk and AppDynamics to provide real-time insights into application health and facilitate rapid issue detection
  - **Skills**: Site Reliability Engineering (SLA,SLO,SLI, Monthly error budget, BT's onboarding and certification) · AWS Services(EC2,S3,IAM,VPC,EKS, Cloudwatch, etc) · AMP · API Management · Pivotal Cloud Foundry (PCF) ·OSE · Apigee · Splunk · Appdynamic · Redhat · Glassbox · Grafana · Kibana · Jira · OpenShift · java (Programming Language)

EDUCATION

- **Sreyas Institute Of Engineering And Technology**   *Year: 2021*
  Electronics and Communication Engineering - B.tech   Hyderabad, Telangana

- **Kasireddy Narayan Reddy College of Engineering And Research**   *Year: 2018*
  Electronics and Communication Engineering - Diploma   Hyderabad, Telangana

PROJECTS

- **Project A: Citi Fusion Banking Application**   *Year: 2022 - till present*
  Organization: Tata Consultancy Services - (TCS)
  - Team size: 10
  - Role: Support Executive
  - Tools: Splunk, Appdynamic, Redhat, Glassbox, Oracle DB, AMP

- **Project B: Citi Fusion Banking Application - SRE**   *Year: 2024 - till present*
  Organization: Tata Consultancy Services - (TCS)
  - Team size: 3
  - Role: Site Reliability Engineering
  - Tools: Splunk, Appdynamic, AMP, AWS, Grafana, Kibana

SKILLS

Reliability · Ad Hoc Reporting · Microservices · SRE · Data Migration · Service-Level Agreements (SLA) · IT Escalation · Root Cause Analysis · AppDynamics · Application Programming Interfaces (API) · Reporting Analysis · Project Management · Production Management · BFSI · Web Services · Splunk · Cloud Migration · Pivotal Cloud Foundry (PCF) · Change Impact Analysis · Troubleshooting · Cross-functional Team Leadership · Communication · Apigee API Management · Application Monitoring · Application Programming Interface Management · Technical Support · Key Performance Indicators c ServiceNow · Oracle Database · Information Technology Infrastructure · Database Administration · IT Escalation · Appworx · Production Management · Change Impact Analysis · Troubleshooting · Communication · Application Monitoring · Technical Support