Venkataraman, Karthik (Cognizant)

From:	Karthik Venkataraman (CONT) <karthik.venkataraman@capitalone.com>
Sent:	07 December 2020 22:30
To:	Venkataraman, Karthik (Cognizant)
Subject:	Fwd: Feedback - Karthik Venkataraman
Attachments:	image001.png

[External]

---------- Forwarded message ---------
From: **Mark Parkins** <mark.parkins@capitalone.com>
Date: Fri, 4 Dec 2020 at 11:38
Subject: Feedback - Karthik Venkataraman
To: <ameya.bakshi@cognizant.com>
Cc: Karthik Venkataraman (CONT) <karthik.venkataraman@capitalone.com>

Hi Ameya,

It's the time of year when we do all of our formal feedback within Capital One and I thought it only fair to provide something for Karthik as a core member of my team, so I asked him for your email address so that I could send you something directly - hope that is OK.

Not sure if there is any particular format that would be best for this so I am providing it as part of this email body but let me know if you'd rather I sent it as a PDF attachment or something like that.

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Karthik Venkataraman - EOY Feedback 2020

Karthik has continued to perform a key role within the Cap1 UK CloudOps team this year and has been instrumental in supporting a number of high profile deliverables for the team.

Most notably Karthik has partnered brilliantly with our Senior Engineering Lead on the delivery of the new UK AWS IAM workflow, where Karthik has taken the high level vision of the intent and turned this into a powerful set of modular validation logic through a well managed and clearly structured code base. This has massively simplified the resource effort needed across Engineering and Cyber teams in terms of raising and reviewing new requests (enabling most teams to now self serve with no Cyber oversight) which significantly reduced lead times for the CETP IAM remediation board commitment work that was due back in June and has reduced overall effort costs relating to IAM management for the UK.

Karthik has also done the lion's share of the work to move the IAM and S3 workflows over to a new CAT2 CloudOps Jenkins service, which has also contributed to some significant effort savings as it has allowed us to consolidate both non-CDE and CDE requests into a single workflow and thereby deprecate the legacy manual Confluence based request and review process for CDE requests.

Karthik has provided some great technical input into the design and implementation of a number of CloudOps centralised capabilities, where we have identified gaps in the current AWS offerings and created services and formal usage patterns that allow teams to easily on-board and not have to spend engineering time to address potential resiliency and recovery challenges.

Most notable of these are the S3 object replication monitoring and alerting service and the DynamoDB table backup and export service. The S3 object replication capability addressed a gap where teams were previously blind to any occasions where their S3 data may have failed to replicate to their failover region, thereby putting their recovery capability at risk in the event of a Region outage within AWS. Karthik partnered well with potential customers of this service to understand their needs and ensure that it covered all of the identified requirements that such a service needed to address. The DynamoDB table export service has addressed a gap where teams were unable to replicate their backups to a second region (at the time AWS did not support Global Tables). Again, Karthik partnered well with the potential consumers of this service to understand their needs and also held regular calls with AWS platform leads and solution architecture to understand the limitations of the current AWS offering (also feeding in product enhancement feature requests to AWS).

One of the things that always hugely impresses me is the sheer volume of work that Karthik gets through both in terms of the defined Engineering delivery work and the side of desk / ad-hoc support requests that come into the team. Karthik is typically first to respond to Slack queries coming into the team and his guidance is always high quality and respectful for our customers (often under quite challenging circumstances). He works extremely well with the rest of the CloudOps team and is seen as a go to person by a lot of the Cognizant / Wipro Cloud Engineers, which just goes to underpin the huge amount of respect that he has deservedly gained across his peers. Small word of caution to him here around ensuring that he doesn't make himself a single point of failure and he should encourage these engineers to use the team Slack channel rather than direct messages to ensure appropriate visibility of the work he is doing (this is not to highlight a problem but more to avoid it being one later down the line).

I have also been really appreciative of the effort that Karthik has gone to in terms of supporting Kasav as a new join to the team in the latter half of this year. Whilst he has done this with minimal impact to his assigned workload, I know that Karthik has spent a lot of his own time ensuring that Kesav has had the support he has needed and has facilitated Kesav becoming a much more effective member of the team than might have otherwise been the case.

In terms of development opportunities, aside from the one mentioned above to ensure good visibility of the work he is doing and avoid being a single point of failure, I would also encourage Karthik to feel confident and comfortable with voicing his opinions with the more senior engineers in the team. He has a lot of value to bring and I want to hear about it, even if that means challenging back during team meetings. Again, this isn't to say that he doesn't do this but to make sure that he knows he has my support to do this on an equal basis with his Cap1 Associate peers.

Also, he has developed a great relationship with our Senior Engineering Lead within the team and they partner really well but there are likely to be team personnel changed in 2021 so there is a great opportunity for him to try and build similarly strong relationships with the other members of the team, which I'd really like to see. I do acknowledge that this is not totally in Karthik's control so I will ensure that this is taken into account as I assess his achievements against this sort of ask throughout 2021.

All in all, it has been a pleasure task managing Karthik this year (as always) and I only wish that I had more people with his work ethic and technical ability at my disposal, as this would allow the team to deliver even more value. Thank you again Karthik for your continued commitment to Cap1 and the CloudOps function.

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Feel free to let me know if you need anything more from me or have and reciprocal comments

Regards,

Mark Parkins
Technical Service Manager – Public Cloud
UK Card Technology Operations

email: mark.parkins@capitalone.com

AWS Questions?

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