Lavanya Kunduru

lavanya1244573@gmail.com | +91 9346833923 | Bangalore

Summary

Production Support Associate with 3.5 years of experience managing and supporting critical applications on AWS cloud infrastructure at J.P. Morgan Chase. Proficient in developing automation scripts in Python to streamline operational workflows, reduce manual effort, and improve system reliability. Proven ability to collaborate with development and infrastructure teams to enhance observability and ensure high availability of production systems. Seeking to transition into a Site Reliability Engineer (SRE) role to apply my automation and reliability expertise in building scalable, resilient, and self-healing systems.

Technical Skills

- **Monitoring & Observability:** Splunk, Geneos, Grafana
- **CI/CD & Version Control:** Jenkins, Git
- **Automation & Scripting:** Python, Shell scripting
- **Cloud Platform:** AWS (EC2, S3, CloudWatch, IAM)
- **Incident & Change Management:** ServiceNow, JIRA
- **Database & Querying:** SQL (basic querying, troubleshooting)

Education

Post Graduate Program in Devops (Ongoing - Online Degree)   May 2025 – Jan 2026
(Purdue University,USA)
Coursework includes: CI/CD pipelines, Infrastructure as Code (IaC), Containerization (Docker, Kubernetes), Configuration Management (Ansible), Version Control (Git), Continuous Integration tools (Jenkins), Cloud Infrastructure (AWS), and Monitoring & Automation Tools.

Bachelor of Technology, Computer Science   June 2018 - June 2022
Narasaraopeta Engineering College | AndhraPradesh, India.   CGPA: 9.0

Professional Experience

Production Support Associate – JP Morgan Chase &Co   May 2022 – Present

Project – Commodities,Currencies Exchange Market(Athena - CCEM)

- Provided timely and effective production support for End-of-Day (EOD) reporting, managing P1/P2 incidents, major incident calls, and problem management to ensure consistent delivery to downstream users.
- Utilized Geneos for batch jobs monitoring and Grafana dashboards for real-time tracking of application health and data flow.
- Served as Geneos SME for 3+ years, responsible for job onboarding/offboarding, Entity configuration updates, Netprobe adjustments during SR(Sustained Resiliency Test) , and Seal ID migration changes at the Gateway level.
- Automated downstream feed delivery status reporting, enabling dynamic calculation of runtime, delivery time, and ETA, which improved visibility, monitoring efficiency, and operational performance by 100%.
- Collaborated with SRE and development teams to enhance observability, automate operational checks, and strengthen system reliability through continuous improvement initiatives.
- Consistently met deadlines and requirements for all production work orders.
- Independently managed major incidents and led PWG and Post Mortem calls to drive root cause analysis and implement preventive actions.
- Actively involved in APT console project onboarding and enhancement, assisting with configuration updates, process optimization, and deployment readiness.

Key Achievements:

- Automated monitoring validation and job performance checks using Python, improving monitoring accuracy and visibility by 100%.
- Enhanced observability through Sherlock and Netprobe changes leading to faster detection and resolution of critical incidents.
- Executed network and gateway configuration changes (FXPB Seal ID migration) that improved connectivity reliability and reduced application latency.
- Contributed to Sustained Resiliency Test and RCA-driven improvements, reinforcing resilience and reducing repeat incident occurrences.

Certifications

- AWS Cloud Practitioner