**Work Experience**

1. I worked in Gspann Technologies,Hyderabad from April 2022 to August 2024 as Software engineer.

Previously Worked On:

* Project Name: Nike Retail POS
* Client: Nike
* AWS, NewRelic,Splunk,SQL
* Confluence, Servicenow,Pagerduty

# Description:

Assist is an ecommerce app where customers can purchase nike products like Shoes,Shirts,T-Shirts,Trousers etc using this app. My role was to support the app by handling production tickets,creating alerts and dashboards for monitoring the health of the application.



# Key Responsibilities:

 Created NewRelic alerts and setup appropriate thresholds as per requirement from Engineering team for Assist app.

 Built NewRelic Dashboards for Assist app to visualize the data.

 Worked On Critical User Journey(CUJ) NewRelic Dashboards for Assist app to monitor Application health metrics for each feature as per requirement from Engineering team.

 Created confluence pages for NewRelic alerts,Dashboards and documented them.

 Created Knowledge Base Articles(KB's) for recurring incidents for RPS(Retail Production Support) and GRSD(Global Retail Service Desk) teams.

 Worked on creating Biweekly incident reports for Assist app to monitor the volume of incidents raised,resolved and communicate the same to the Business Stakeholders through E-mails.

 Worked on incidents for Assist app to determine the root cause and route forward them to respective teams.

 Written SQL queries to fetch the details of the product like style-colour,sku,productid,category etc when working on production tickets to perfrom RCA.

Used SQL queries to fetch price details of a product based on location when working on productions tickets having price mismatch issues for a product.



1. Worked in Virtusa Consulting Services, Hyderabad from August 2019 to November 2021 as Associate Engineer.

Previously Worked On:

* Project Name: LBG-GDI App
* Client: Lloyds Banking Group
* MS SQL Server 2008,SQL,Splunk,TWS,Baretail,Servicenow

# Description:

GDI is a banking app of Lloyds Bank where their customers can buy and sell their shares on London Stock Exchange. My role was to Monitor the production incidents reported in ServiceNow dashboard and troubleshoot them based on business priority and customer needs. Responsible for executing batch jobs in the production server and monitoring scheduled jobs using the TWS application.



# Key Responsibilities:

 Maintain and monitor the production system alerts using Splunk and provide triage support.

Coordinate with various teams and get issues to closure by raising support tickets using ServiceNow as a ticketing tool.

Perform job abend diagnosis and provide resolution.

Perform patch upgrades to Production and do health checks.

Monitor disk quota controls in production to ensure there is no downtime for the customers.

Used SQL queries to check the status of GDI batch jobs whether they are in running,failed or completed stage.

Modified SQL query to purge the failed GDI batch jobs using their job ids before re-running them.

Challenge: In my previous project, During a major holiday sale, our Assist app experienced a sudden influx of users that caused the app to slow down significantly.

Task: My task was to ensure the app could handle the increased traffic without crashing, minimizing downtime and maintaining a smooth user experience.

Action: I collaborated with the DevOps team to implement auto-scaling for our server infrastructure. We also ran stress tests in advance to identify potential bottlenecks. Additionally, I communicated with the Retail Production team to prepare them for potential issues.

Outcome: As a result, the site maintained high availability throughout the sale, leading to a 25% increase in sales compared to the previous year and positive feedback from customers about their shopping experience.