

Kalyan (Sankara) Oduri (kalyano.github.io)

Cloud Infrastructure Engineer | Technical Support Engineer

Toronto, ON

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EXPERIENCE

IBM, Toronto — *Blockchain Solutions Support Engineer*

JAN 2018 - PRESENT

- Drove client support via Salesforce & guided onboarding for IBM Food Trust
- Quality Assurance (QA) for IBM FoodTrust & Tradelens
- Escalation & tracking of defects via GitHub & ZenHub
- Monitored PagerDuty & Grafana alerts
- Automation of XML data upload using REST APIs

IBM, Markham — *UrbanCode Technical Support Engineer*

JAN 2016 - DEC 2018

- Cooperated with big-scale organizations to improve business outcomes in the global marketplace
- Engaged and worked closely with Development, Sales, and Services teams; assisting with patch creation and delivering PoCs/PoTs
- Empowered 100+ IBM clients to leverage market-leading cloud technology including UrbanCode Deploy & Release

INTERNSHIPS

IBM, Markham — *Data Center Technical Specialist*

2013 - 2014

- Executed racking, un-racking, and cabling of 200+ Data Center machines
- Deployed, setup, de-commissioned, and managed 1000+ physical & virtual machines

EDUCATION

Ontario Tech University, Canada — *Bachelor of Information Technology (3.54 GPA | A-)*

2010 - 2015

- Networking & Information Technology Security; Honors
- Minor in Marketing
- Cisco Networking Academy; CCNP course completed

CERTIFICATIONS

Google Cloud Platform

Associate Cloud Engineer

Certification ID: [WwxmCe](#)

SKILLS

Cloud Platform:

IBM Bluemix, Google Cloud Platform

DevOps Tools (CI/CD):

Jenkins, Ansible, Puppet, Kubernetes, Docker, YAML, VMware

Monitoring & Logging:

LogDNA, Grafana, Prometheus, Stackdriver

Databases:

MySQL, MySQL Server, Derby

Support Tools:

Slack, Salesforce, PagerDuty

Web Technologies:

HTML, CSS, JavaScript, REST (JSON/XML), Swagger, Postman

Operating Systems:

Windows, MacOS, Linux (RedHat, Ubuntu, SUSE, Mint)

Source Controls

Git, GitHub, Gitlab, BitBucket

HOBBIES

App Design (UI/UX):

Sketch, Figma, Principle, Framer X, Illustrator