

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

Sales | Cloud Infrastructure | Technical Support Engineer

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EXPERIENCE

Armory.io, Toronto — DevOps Technical Support Engineer

FEB 2020 - PRESENT (remote role)

- Troubleshooting networking/security/performance issues in over 30 client environments & their continuous delivery pipelines
- Multi-cloud infrastructure: AWS, GCP, Azure, OpenStack, PCF
Toolset includes: Spinnaker, K8s, Jenkins, Github
- Created support team dashboards and written various knowledge articles within Salesforce, ServiceNow, JIRA, & Google analytics

IBM, Toronto — Blockchain Solutions Support Engineer

JAN 2019 - JAN 2020 (remote role)

- 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, Toronto — UrbanCode Technical Support Engineer

JAN 2016 - DEC 2018 (hybrid-remote role)

- 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

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:

Google Cloud Platform,
AWS, Cloud Foundry

DevOps Tools (CI/CD):

Jenkins, Travis CI, Ansible,
Terraform, Spinnaker,
Kubernetes, Docker, YAML

Monitoring & Logging:

LogDNA, Grafana,
Prometheus, Stackdriver

Databases:

MySQL, MySQL Server,
Redis, Derby

Support Tools:

Slack, Salesforce, JIRA,
ServiceNow, 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