1. **Customer Obsession**

During my tenure at Myntra, one of my responsibilities was to generate Firewall CSR as per customer account for secure transport of packets. Certificate signing requests (CSRs) are used to generate a certificate which is then signed by a CA to create a chain of trust. Once the CSR is signed by a Certificate Authority (CA), it a SSL cert which can be used for SSL packet inspection.

So as an engineer my role and duty was to generate a CSR as per the customer requirement (server name, company name, company address, company email address and signing key like rsa) and forward it to the customer. The customer would then get the CSR signed from an external CA such as GoDaddy or Digicert and forward us the SSL cert which I would upload it back to the firewall.

The validity of these CSR can vary but are usually a year long. So at the time of expiration, it is the customer responsibility to make sure to renew or install a new certificate.

But on this one instance, this customer was furious as he faced downtime due to the SSL cert expiration. The expectation was the Myntra security admin team to handle this i.e reach out and notify the customer.

I let the customer know that this request was out of scope. This was not our SOP (standard operating procedure). Myntra had over 1000+ vendors and to keep track of all the vendors SSL cert expiration is out of bounds/scope.

That is why this fall under the customer responsibility. Unfortunately, there is no setting on the firewall to achieve this. The customer internal IT team or their Account manager should handle this.

Customer was furious and he mentioned that he would take this issue up with the management and the leadership. I politely let him know that he is welcome to share his feedback.

The management was aware of this already and I didn’t do anything wrong. I followed the SOP so I was confident in my answer and my work.

1. **Ownership**

During my tenure at Myntra, which is a giant Indian e-commerce company, I was part of the Security admin team. One of the responsibilities as part of my job duty was to handle any firewall firmware/software upgrade or any security patches. So during one such incident, I was responsible for upgrading the firewall software.

The company had 4 datacenters and each datacenter had a pair of Fortigate firewall. One in Primary and other in secondary mode. (a.k.a active/passive (standby) mode). So, a total of 8 firewall needed to be upgraded. So, I was unaware that the upgrade OS had a bug.

Anyhow, during the maintenance hour (evening 9-11pm IST), in one of the datacenters, I commenced the OS upgrade with the secondary firewall and after that upgraded the primary. It takes approximately half an hour per device, so an hour for a pair.

Then I moved to the upgrade the next set of the firewall in the next datacenter. And while I was updating the next the second firewall, I and the team noticed several incoming tickets for firewall not working, low bandwidth, high latency and every ticket was pointing a finger towards firewall.

There were multiple customers who complained that the traffic through the datacenter which I had just worked upon was facing issue whereas the traffic through another datacenter is fine.

The tickets coincided with the change, so I had to stop and find the cause. Upon further analysis/research, it was noticed that the packet inspection on the firewall was changed from FLOW based -> PROXY based.

As it was nighttime, it was difficult to get timely update on the next steps from the lead/manager. So I decided to take ownership of the situation and rolled back the upgrades on the firewalls.

Next day, I worked with the Security team, and it was identified that the security team wasn’t aware of the bug. Next the security team fixed the bug and the following day, I upgraded the firewall without any hassle.

Result: incident successfully completed, most importantly no more trouble and complains from the customer end.

Ticketing platform: piepline

1. **Invent and Simplify**
2. **Are Right, A Lot**
3. **Learn and Be Curious**
4. **Hire and Develop the Best**
5. **Insist on the Highest Standards**
6. **Think Big**
7. **Bias for Action**
8. **Frugality**
9. **Earn Trust**
10. **Dive Deep**
11. **Have Backbone; Disagree and Commit**
12. **Deliver Results**
13. **Strive to be Earth’s Best Employer**
14. **Success and Scale Bring Broad Responsibility**