

# Venkata Shyam Gundala

(857) 445 1805 | shyam.gv@gmail.com | linkedin.com/in/shyam-kumar-5b4a7831/

---

## SOLUTION ARCHITECT

Experienced and solutions driven engineering leader with demonstrated success in building cloud/opensource based platforms and applications. Manage multiple engineering teams to enable delivery of scalable applications, implementation of stable platform/infrastructure services, while coaching team members on career development. Develop platform and product roadmaps while engaging with Business leaders. Deep knowledge in cloud technologies (Azure/AWS/PCF), open-source solutions, AI/ML and DevOps, helps to deliver innovative, high quality, scalable, stable, and cost-effective solutions that best suit the organization. Areas of expertise include:

**Engineering Expertise:** Cloud Architecture, Microservices Architecture, API Management, Observability, Data Streaming, Machine Learning, Application Security, IAM (SAML, OAUTH2, OIDC), Kubernetes, Platform Automation, Mobile & Web Technologies

**Leadership:** Build Product Strategy, Conflict Resolution, Data based decision making, Provide equal opportunities, Empower teams, Integrity, Can-do attitude, Creative problem solving, CBA, OKRs, KPIs

## TECHNICAL SKILLS

**Programming Languages:** Java/J2EE, Spring Boot, Node js, Angular, C#.NET, Objective-C, Ruby, Python, GraphQL

**Platforms Implemented:** Open Telemetry, Elasticsearch, Hashicorp Vault, Kafka, Syslog-ng, Jaeger

**Analytics:** PowerBI, Elasticsearch, Adobe Analytics

**Observability Solutions:** OpenTelemetry, Elasticsearch, New Relic, Datadog, Splunk, Prometheus, Grafana

**IAM Platforms:** Centrify, Okta, AWS, Azure AD/Entra ID

**Monitoring:** New Relic, Prometheus, Grafana, Datadog

**Containers/Platform Building:** Kubernetes, Docker, Chef, Terraform

**Databases:** Oracle, SQL, No SQL (MongoDB, Elasticsearch)

**CI/CD:** Jenkins, Concourse, UCD, Teamcity

**API Management:** Apigee, Kong, AWS, Azure

## PROFESSIONAL EXPERIENCE

### Fidelity Investments

November 2022 –Present

#### Chapter Leader/Director Software Engineering

Lead teams that build and support “Fidelity Go” application within the Client Solutions Technology group, including a team of 22 in US and Dalian across 3 squads, with 9 direct reports.

- Work with DPA Product area leads, Squad leads, Architects, and other Chapter Leaders to build the product roadmap and guide the team to implement solutions.
- Build engineering roadmap, own engineering solutions, empower and help teams, identify growth areas, take value add initiatives and take them all the way.
- Managed hiring, team performance management, career growth and learning opportunities for team.
- Support 3 application squads with-in the product area help team deliver and support successfully while continuously improving on the Engineering excellence.
- Removed knowledge silos and de-risked teams while providing on the job learning opportunities through bi-weekly forum to learn from each other.
- Ramped up capabilities of customer facing web application on the iOS platform to provide end-to-end observability and led the way to make the application completely observable by turning on tracing as a 1st step and used OpenTelemetry collector instrumentation to keep trace collection agnostic of analytics engine like Datadog.
- Migrate ECS to EKS: Led the team to migrate applications from ECS to EKS and helped navigate through the challenges team ran into in this migration.
- Benchmarked FGo product is essential with growing number customers, features and platforms.

- Work with the chapter and squad partners to take the applications to SSPD Level 4, which would allow us to deliver features more frequently and confidently with reduced post deployment application issues.
- Mobile First Design: Today our thinking is Web-first and as a result our FGo and Flagship mobile app experience has gaps. Has taken initiative and working towards a change in the way we think towards building our product.
- **Technologies Leveraged:** AWS, Nodejs, GraphQL, Mobile Technologies, Angular.

**Athenahealth****June 2021 - November 2022****Engineering Manager**

- Managed product teams within Platform R&D, to ensure proper execution and delivery of the product goals adhering to organizational goals.
- Work with product managers, senior architects, leadership, and business stakeholders to build roadmap within R&D and to define product goals, KPIs and OKRs.
- Engaged in Hiring, performance reviews, promotions, compensation approvals, inter/intra team conflict resolution, team engagement, and training.
- Delivered architectural designs for products within Platform R&D and worked with the team to develop through the technical implementation to meet the set OKRs.
- Dive-in and unblock the team when they run into a blocker, review the code and documentation.
- Built a “Centralized Observability” solution to replace legacy NFS based logging solution "Scribe", that brought capabilities like logging, tracing, metrics, and analytics using Opensource technologies like FluentD, Kafka, OpenSearch, OpenTelemetry, Jaeger, Grafana, and Kinesis Data Stream for events generated across the organization, and correlated effectively.
- Un-blocked API Management 3.0 implementation by providing an alternate design which saved the team planned cost of hiring a Kong API Gateway expert and rolled out the solution. API Management 3.0 solution with Kong Api Gateway and Amazon Cloud Map to replace old 2.0 solution developed with Eureka and Zuul.

**John Hancock****July 2016 - June 2021****Director - Lead Engineer**

Drove strategic decisions for New Business Value Stream, vendor/product/services evaluation, determined SLAs.

- Performed resource hiring, firing, performance reviews, promotions, compensation approvals, inter/intra team conflict resolution, team engagement, training etc.
- Led teams to deliver their Web applications and Microservices.
- Managed engineers to ensure delivery of services within John Hancock/Manulife “New Business”, “Platform” teams.
- Led architectural discussions and work with teams across platform and business to come-up with highly scalable, maintainable, and cost-effective solutions.
- Reviewed design and code to ensure overall quality of platform/software.
- Worked with the business and product management to deliver solutions that would help primarily improve their efficiency, thereby helping them with a quick turnaround time on Client Requests.
- Assisted teams to mitigate any risks or blockers microservices journey.
- Evaluated, designed& implemented centralized IAM solution to integrate it for platforms and applications.
- Helped to revive critically delayed program (Siebel retirement) in the New Business and successfully implemented a vendor-based application called EDGE with all the integrations.
- Evaluate, design and lead the migration of EDGE application to Azure cloud from on-prem.
- Led teams that delivered Timely touchless web application to make the underwriting process seamless.
- Created a unique solution to reduce costs of the applications running on Pivotal Cloud Foundry across JH/Manulife by 25%.
- Implemented Pilotfish on Kubernetes to take benefit of on-demand cost model.
- Migrated applications from PCF to AKS.
- Implemented opensource based centralized observability solution for applications with technologies like Fluentd, Syslog-ng, Kafka, Elasticsearch, Kibana to replace Splunk and reduced the cost by at least 30%.
- Built Microservices Reference Architecture for John Hancock / Manulife.

**Cognizant Technology Solutions****June 2014 - July 2016****Senior Associate / Solution Architect**

- Selected applications with different technology stacks and architect changes to be made to make the applications cloud native and push them to cloud (PCF).
- Guided the team to follow the Agile process of delivery while automating the release process using CI/CD pipelines leveraging tools like Jenkins/UCD.
- Provided technical guidance to the teams to streamline their development stories to map with the product architecture.
- Migrated 8 applications for Travelers to PCF cloud in about 6 months and developed cookbooks and recipes.
- Led team in Extreme Programming techniques and Agile process while guiding team towards complete release automation.
- Architected products such as communication engine and campaign manager for Aetna.

**Franklin Templeton****August 2011 - June 2014****Sr. Programmer/ Tech Lead**

- Identified the points of improvement in the product in terms of performance, code quality, security and integration with 3rd party systems.
- Implemented new technologies that improved the product architecture by making it more admissible for external systems to talk to it securely.
- Improved performance of key processes like EOD and Commission Automation which are the backbone of the product "DesertRose".
- Identified the independent processes and normalized the DB to make a few processes independent and implemented Multi-Threading and modified collections used to reduce the EOD processing by about 50% on a high volume day.
- Automated the Commission Automation process that was being run on different Weblogic instances to finish the process on time because a request sent to LB cannot be split to 2 load balanced Weblogic instances. Leveraged RESTful services to split the request to different app servers while processing the records from concurrent queues.
- Implemented Hot deployment in Weblogic to get rid of any downtime during production moves.
- Helped the team to overcome OWASP vulnerabilities.

**ADDITIONAL EXPERIENCE****iNautix Technologies, Sr. Application Developer****CMC Ltd, IT Engineer****Temenos India, Jr. Systems Engineer****EDUCATION****Executive Post Graduation in IT**

Management from Indian Institute of Management (IIMK)

**Master of Science in IT (MSc. IT)**

Anna University