



Venkata Shyam Gundala

Phone: (857) 445 1805

Director, S/W Engineering | Chapter Leader

Email: shyam.gv@gmail.com

LinkedIn: <https://www.linkedin.com/in/shyam-kumar-5b4a7831/>

As an Engineering Leader, have been able to lead efforts of building cloud/opensource based platforms as well as applications. Managing multiple engineering teams to enable them successfully deliver features of scalable applications/implement stable platform/infrastructure services, while working with team members on their career development. Develop platform and product roadmaps while working closely with Business leaders.

16 yrs. of experience in IT provides with a deep knowledge in the Cloud Technologies (Azure/AWS), Open-Source solutions and DevOps model, helps deliver high quality, scalable, stable, and cost-effective solutions that best suits the organization.

Engineering Expertise: Cloud Architecture, Microservices, API Management, Observability, Data Streaming, Machine Learning, Application Security, IAM, Kubernetes, Platform Automation, Mobile & Web Technologies...

Leadership: Conflict Resolution, Lead by example, Data based decision making, Provide equal opportunities, Empower teams, Integrity, Can-do attitude, Creative Problem Solving, CBA, OKRs, KPIs, Vendor evaluation...

Engineering Skills:

- **Programming Languages:** Java/J2EE, Spring Boot, Node js, Angular, C#, Objective-C, Ruby, Python, GraphQL
- **Platforms Implemented:** OpenTelemetry, Elasticsearch, Hashicorp Vault, Kafka, Syslog-ng, Jaeger
- **Analytics:** PowerBI, Elasticsearch, Adobe Analytics
- **IAM Platforms:** Centrify, Okta, AWS, Azure AD/Entra ID
- **Monitoring:** New Relic, Prometheus, Grafana, Datadog
- **Containers/Platform Building:** Kubernetes, Docker, Chef, Terraform
- **Databases:** SQL (Oracle, MySQL), No SQL (MongoDB, Elasticsearch), Postgres
- **CI/CD:** Jenkins, Concourse, UCD, Teamcity
- **API Management:** Apigee, Kong, AWS, Azure
- **Caching:** Redis, Memcache
- **Queuing:** RabbitMQ

Professional Experience:

Chapter Leader/Director S/W Engineering, Fidelity Investments

Nov 2022 to till date.

Key Responsibilities:

- Responsible to manage teams that build, and support “Fidelity Go” application within the Client Solutions Technology group.
- Manage a team of 22 in US and Dalian put together across 3 squads, with 9 direct reports and rest in-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 team grow, identify growth areas, take value add initiatives and take them all the way.
- Team Performance management, Hiring, Career growth and Learning opportunities for members of the team.

Key Deliverables:

Technologies Leveraged: AWS, Nodejs, GraphQL, Mobile Technologies, Angular

- Support 3 application squads with-in the product area help team deliver and support successfully while continuously improving on the Engineering excellence.
- Learning & Sharing: To remove the knowledge silos and de-risk teams while giving opportunities to learn on the job that members are not necessarily comfortable with and have bi-weekly forum to learn from each other.
- Observability: Being a customer facing web application and ramping up our capabilities on the iOS platform it was essential that we should have end-to-end observability. Leading the way to make the application completely observable, by turning on tracing as a 1st step. Started with 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.
- Performance Benchmarking: Benchmarking FGo product is essential with growing number customers, features and platforms.
- Application delivery maturity: Working 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.

Engineering Manager, Athenahealth**Jun 2021 to Nov 2022****Key Responsibilities:**

- Manage 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 leadership, and business to build roadmap within R&D and to define product goals.
- Resource Hiring, performance reviews, promotions, compensation approvals, inter/intra team conflict resolution, team engagement, training etc.
- Empower members of the team to learn from each other to not just create champions but to have all the resources equally knowledgeable, this gives immense flexibility.
- Work with Senior Architects and Product Leadership to define KPIs and OKRs.
- Come-up with Architectural designs for products within Platform R&D and work with the team to take it all the way through the technical implementation to meet the set OKRs.
- Ensure the product implementation is scalable, highly available, performant, recoverable etc.
- Dive-in and unblock the team when they run into a blocker, review the code and documentation.

Key Deliverables:

- Built a “Centralized Observability” solution to replace legacy NFS based logging solution "Scribe", that could bring in capabilities like Logging, tracing, metrics, analytics etc. using Opensource technologies like FluentD, Kafka, OpenSearch, OpenTelemetry, Jaeger, Grafana, Kinesis Data Stream etc. for the events generated across the organization, and correlate them effectively.
- Un-blocked API Management 3.0 implementation by providing an alternate design which saved the team the planned cost of hiring a Kong API Gateway expert and successfully 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.

Director - Lead Engineer, John Hancock**July 2016 to Jun 2021****Key Responsibilities:**

- Make strategic decisions for the JH New Business Value Stream, vendor/product/services evaluation, determine SLAs.
- Resource Hiring, firing, performance reviews, promotions, compensation approvals, inter/intra team conflict resolution, team engagement, training etc.
- Lead teams to deliver their Web applications and Microservices.
- Managed engineers to ensure delivery of services within John Hancock/Manulife “New Business”, “Platform” teams.
- Lead Architectural discussions and work with teams across platform and business to come-up with highly scalable, maintainable, and cost-effective solutions.
- Consistently review design and code to ensure overall quality of platform/software.
- Closely work 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.
- Help the teams within JH New Business to mitigate any risk/blocker they may run into.

Key Deliverables:

- Helped with JH/Manulife's monolith to microservices journey.
- Evaluate, Design & Implement Centralized IAM solution to get it integrated for platforms and applications in John Hancock/Manulife.
- 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%.
- Implement Pilotfish on Kubernetes to take benefit of on-demand cost model.
- Migrate applications from PCF to AKS.
- Implemented opensource based Centralized Observability solution for JH/Manulife applications with technologies like Fluentd, Syslog-ng, Kafka, Elasticsearch, Kibana to replace Splunk and reduced the cost at least to 30%.
- Built Microservices Reference Architecture for Manulife.

Senior Associate / Solution Architect, Cognizant Technology Solutions**June 2014 to July 2016****Key Responsibilities:**

- Select applications with different technology stacks and architect changes to be made to make the applications cloud native and push them to cloud (PCF).
- Guide the team to follow the Agile process of delivery while automating the release process using CI/CD pipelines leveraging tools like Jenkins/UCD.
- Provide technical guidance to the teams to streamline their development stories to map with the product architecture.

Key Deliverables:

- Led the team and got migrated 8 applications for Travelers to PCF cloud in just about 6 months and developed cookbooks and recipes.
- Successfully managed the teams to follow Extreme Programming techniques and Agile process to deliver while guiding the team towards complete release automation.
- Successfully architected products like communication engine and campaign manager for Aetna.

Sr. Programmer/ Tech Lead, Franklin Templeton**Aug 2011 to Jun 2014****Key Responsibilities:**

- Identify the points of improvement in the product in terms of performance, code quality, security and integration with 3rd party systems.
- Bring in new technologies that would help improve the current product architecture making it more admissible for external systems to talk to it securely.
- Improve performance of key processes like EOD and Commission Automation which are the backbone of the product "DesertRose".

Key Deliverables:

- Successfully 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.
- Successfully guided the team to overcome OWASP vulnerabilities.

Sr. Application Developer, iNautix Technologies**Jun 2010 to Aug 2011**

As a Senior developer was responsible to develop web and iOS applications for different clients of "BNY Mellon" while guiding junior developers. Primary technologies like Java/J2EE, Spring, Dojo framework and Objective-C with Cocoa libraries were used to develop these applications.

IT Engineer, CMC Ltd.**Jan 2010 to May 2010**

As a developer was responsible to deliver projects for Nokia in Java/j2ee, Struts and JPA frameworks at TCS as CMC is a Tata subsidiary.

Jr. Systems Engineer, Temenos India**Nov 2007 to Dec 2009**

Being a part of the product development team enhanced the T24 banking product of Temenos using Java, Servlets, JSP and Jbase.

Education:

- **Executive Post Graduation in IT Management** from Indian Institute of Management (IIMK) **Dec, 2013 – Dec, 2014.**
- **Master Of Science in IT** (MSc. IT) from Anna University in year 2007