

NAMRATHA SRINGESHWARA

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PROFESSIONAL SUMMARY

Technical Solutions Specialist with nearly 3 years of experience supporting enterprise customers on Google Cloud Platform (GCP). Strong expertise in cloud infrastructure troubleshooting, database migration, IAM security, networking, and monitoring. Proven ability to resolve complex issues within SLA and improve system reliability.

TECHNICAL SKILLS

- Programming & Databases: C, C++, Java, SQL, PostgreSQL, MySQL
- Cloud Platform: Google Cloud Platform (GCP)
- GCP Services: Cloud Storage, Cloud SQL, Cloud Run, App Engine, Cloud Functions, Firebase
- Data & Migration: Database Migration Service (DMS), Datastream
- DevOps & CI/CD: Cloud Build, Artifact Registry, CI/CD Pipelines
- Networking & Security: VPC, Cloud VPN, VPC Peering, IAM, Service Accounts, IAM Conditions, VPC Service Controls
- Monitoring & Logging: Cloud Logging, Cloud Monitoring (Cloud Operations Suite)

PROFESSIONAL EXPERIENCE

Infosys Ltd — Technical Solutions Specialist (Oct 2022 – Present)

- Supported enterprise customers in migrating on-premise workloads to Google Cloud using Database Migration Service (DMS), Datastream, and Cloud SQL.
- Resolved 450+ customer issues across Google Cloud PaaS services while maintaining a 95%+ SLA compliance rate.
- Provided advanced troubleshooting for Cloud Storage, Cloud SQL, App Engine, Cloud Run, Cloud Functions, Cloud Build, Artifact Registry, Cloud Scheduler, and Firebase.
- Designed and implemented multi-region disaster recovery solutions with automated backups and replication.
- Audited and optimized IAM roles, enforced least-privilege access, and implemented IAM Conditions and Service Accounts.
- Implemented Cloud Monitoring and Cloud Logging to reduce incident resolution time by 35%.
- Collaborated with Google Cloud Product Engineers and Customer Engineers, reducing customer downtime by 50%.
- Analyzed recurring issues using logs and metrics, reducing escalations by 80%.

CERTIFICATIONS

- Google Cloud Certified Associate Cloud Engineer
- Infosys Certified Google Associate Cloud Engineer
- Infosys Certified Cloud Beginner
- Infosys Certified Java SE 8 Developer
- Google Cloud Skill Boosts: Cloud SQL, Cloud Storage, Storage Transfer Service, NetApp Basics

AWARDS & RECOGNITION

- Infosys RISE Award – August 2024, September 2024

- Infosys Insta Award
- Google Glory Award – Q2 2025

EDUCATION

Bachelor of Engineering – Computer Science and Engineering
Visvesvaraya Technological University (VTU), 2018 – 2022 | CGPA: 8.4