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| **Shwetha Nayak** |

4879, Kimbermount Avenue, Missisauga, Ontario – Canada L5M 7R8

Contact: +1 437 428 6929, [nayakshwetha.k@gmail.com](mailto:nayakshwetha.k@gmail.com)

**CAREER OBJECTIVE**

I am a self-motivated and enthusiastic software engineer with over 10years of experience in system engineering and corporate banking technology, excels in deploying robust support infrastructures and leading high-performance teams. I aim to leverage my technical expertise and leadership to drive innovation in product management and support. With a keen eye for enhancing customer experience, I strive to deliver tailored solutions that elevate satisfaction and drive lasting relationships.

**PROFESSIONAL PROFILE**

* Total of 10.8 years of experience in Software Industry.
* Work experience in domains like Manufacturing, Banking, Telecom.
* Good experience in production Support, Product management and Incident Management.
* Exposed to Agile work environment.
* Utilizing monitoring tools like Kibana, Splunk, AppDynamics, Geneos, Datadog, Grafana and Tableau, I've contributed to insightful reporting and data-driven decision-making processes.
* With good analytical prowess, effective communication, and adept interpersonal abilities, enabling seamless collaboration in multifaceted stakeholder environments and geographically distributed teams.

**TECHNICAL SKILLS**

* **Key Skills**: Application Support(L1), Production Support (L2), Java, RESTful Web service, Oracle, SQL, Spring, Unix, python, product support, product management
* **Tools used:** Kibana/ELK stack, Grafana, WSO2, AppDynamics, Microsoft Dynamics CRM**,** ForgeRock**,** Confluence**,** Postman, Jira, Pac2k/BMC Remedy, Venafi, Tableau, Eclipse, DB Visualizer, SQL Developer, Maven, SVN, Tomcat, Github, Jenkins, VCC (Virtual Contact Centre)
* **Certifications:**
  + ‘Data scientist’ certification from Simplilearn - powered by IBM.
  + ‘AWS Cloud Practitioner’ by AWS
  + ‘Product management’ certification from a cohort run by Founder and CEO of Rethink Systems.

**ACHIEVEMENTS**

* Excellence award in the category “Build scale and create efficiency. Build competitive advantage” at JP Morgan Chase.
* “Champion award for leadership” in Wells Fargo, for standing tall, non-stop 36 hours during the datacenter crisis, to restore the API Gateway.
* Recognition from CEO of Wells Fargo for commitment towards work and tireless effort in restoring systems during data center crisis.
* Star award at Infosys in recognition of outstanding achievement for consistent performance and sheer commitment towards work.
* Several appreciation tokens for smaller impactful achievements.
* Client appreciations for being a quick learner and timely delivery of deliverables with no compromise in quality.

**EDUCATION**

Bachelors in Technology (Computer Science and Information Technology) from Visveswaraya Technological University, 2008

**PROFESSIONAL EXPERIENCE**

**JP Morgan Chase & Co***Associate under Corporate and investment Banking (CIB) Jan 5, 2022 to Dec 23, 2023*

**Project**: API Gateway

**Roles and Responsibilities:**

* Integral support provider for JP Morgan Chase APIs (Gateway) and developer portal, specializing in SRE and incident management.
* Proficient in fostering seamless collaboration across diverse teams, liaising with stakeholders such as product teams, helpdesk, developers, and back-office units to ensure API uptime and resolve production issues promptly.
* Champion of toil reduction through automation: Streamlined API monitoring, metric calculations, payment reconciliations, and reporting processes to slash MTTR and bolster API availability continually.
* Collaborated closely with product teams to optimize customer experience and system efficiency.
* Innovated Chatbot solutions using Python, empowering helpdesk teams with swift and precise data access, resulting in a significant decrease in production support service tickets.
* Engineered a Python-based app to extract and centralize data from disparate sources into a cohesive data lake.
* Conducted comprehensive analysis of monthly incident data to pinpoint improvement opportunities, proactively offering solutions to enhance product performance.
* Ensured production stability pre and post feature releases, executing seamless deployments via Jenkins/Automated CI CD pipeline.
* Recognized with an Excellence Award in the category of "Building scale and fostering efficiency, Creating competitive advantage" at JP Morgan Chase.

**Tools and technologies:**

Splunk for log monitoring, ITRS geneos for application monitoring and metrics, Service Now for incident management and day-to-day service tickets, Datadog/cloud watch for cloud app monitoring, Grafana for metric dashboards etc

**Skills:** Product Management, Product Support Site Reliability Engineering, Team Leadership, Performance Metrics, Data-driven Decision Making, Problem Solving, Interpersonal Communication, Interpersonal Skills, Troubleshooting, Customer Satisfaction, Incident Management, Customer Experience.

**Wells Fargo, Bengaluru**

*System Support Analyst 4, June 2017 to January 2020*

The financial services of Wells Fargo are provided to Business customers via APIs. Developer portal application enables customers to integrate Wells Fargo APIs into their own digital environments.

APIs give customers and employees what they want most: anytime, anywhere, any-device access to accomplish their goals in the fewest steps possible. Integrate secure, scalable APIs for an automated, real-time exchange of financial information and transactions, all from within your own work system, website, or mobile app.

**Roles and Responsibilities:**

* Spearheaded the establishment of a robust support team and infrastructure in India to facilitate the seamless operation of a new project.
* Directed a team of 12 members across three rotational shifts, ensuring 24/7 coverage without night shifts.

Maintained high availability of the developer portal application and APIs, resolving inquiries and issues via email, phone, and other channels within Gateway Support.

* Managed customer registration and entitlements, provisioning roles to streamline the transition from sandbox to validation to production environments.
* Provided guidance to customers to achieve production readiness and advised on API capabilities.

Collaborated with platform, backend, development, testing, and other teams to expedite issue resolution and minimize downtime.

* Engaged closely with business partners, architects, and technical groups to review, design, and implement requirements and strategies.
* Implemented proactive monitoring to swiftly identify and address any issues, documenting root causes and solutions for future reference.
* Collaborated with documentation experts to refine user guides on the developer portal.
* Continuously sought opportunities to enhance the customer experience and proposed new features for the portal to drive business growth.
* Prioritized automation initiatives to reduce manual workload and improve efficiency.
* Ensured seamless handover of responsibilities to US-based support teams, providing comprehensive incident reports and event summaries for continuity of support.

**Tools and technologies:**

Java, Kibana/ELK stack, AppDynamics, Grafana, Uchiwa, Forgerock, WSO2 API manager, Postman, Venafi, VCC (Virtual Contact Centre), Tableau, Microsoft Dynamics (CRM), Jira for ticketing, Jenkins, putty.

**Infosys Ltd, Bengaluru**

*Senior Systems Engineer, June 2011 to June 2014*

**iOS Activations | Client: Apple | May 2012 – June 2014**

iPhone Activations manages the iPhone sales. It encapsulates two modules- Carrier Services and Device Services. I was a part of Device Services module which is responsible for activating the devices. It interacts with the backend, which manages all the devices, and activates them to a specific policy/carrier.

It is a constantly evolving application with new features making a pleasant user experience during activations. Systems involve re-architecting the applications to be scalable and stable during peak sales and development of new features. It also involves creation of utility tools to ease development, testing and maintenance of the system.

**Roles and Responsibilities:**

* Integral member of the project focused on migrating the application from WebObjects to Spring framework, driving modernization efforts.
* Played a pivotal role in developing business-critical enhancements for Apple utilizing Java and Spring technologies, contributing to the company's growth and innovation.
* Assumed the role of offshore module lead, overseeing three key modules and serving as the primary point of contact, ensuring seamless communication and coordination.
* Contributed to the success of two Apple iPhone launches, leveraging expertise and commitment to deliver exceptional results during high-pressure scenarios.

**Technologies:**

Core Java, Spring, SQL, PL/SQL, JUnit, WebObjects, Spring MVC, Jquery, RabbitMQ, REST webservice, hibernate, JPA

**iCloud Support Tools | Client: Apple | June 2011-May 2012**

Developed as essential assets for Apple Inc.'s Internet Service Engineering Group, iCloud Support Tools comprised crucial applications such as the System Status Tool, MOTM (Message of the Month), and iCloud Doodlebug.

**Tool 1: System Status Tool**

As the backbone for communicating the status of iCloud services to Apple's support page, my duties involved enhancements to both user interface and functionality, ensuring seamless operation and clear communication.

**Tool 2: iCloud Doodlebug**

Tasked with streamlining administrative tasks and providing insights into user accounts, iCloud Doodlebug played a pivotal role in supporting Apple Developers in resolving user issues. Responsibilities included deepening understanding of the existing system, enriching tool functionality, and enhancing user experience.

**Tool 3: MOTM (Message of the Month)**

Functioning as a dynamic communication channel for iCloud members, MOTM facilitated the dissemination of critical messages regarding new features, maintenance, and support. Duties encompassed tool development, feature enhancement, UI updates, and rigorous unit testing to ensure optimal performance and user engagement.

**Technologies:**

jQuery, JavaScript, Java, Spring, Oracle.

**Tech Mahindra, Pune**

*Technical Associate, August 2008 to May 2011*

**EMAS | Client: AT&T | Nov 2008 to May 2011**

**EMAS [Enterprise Midrange Application Service]** is the Application Support and Maintenance of AT&T Middleware applications.

**Roles and Responsibilities:**

* This role is a dynamic fusion of delivering production support and vigilant system monitoring, prioritizing the preservation of system integrity throughout online operations, spanning both L1 and L2 support tiers.
* Tasked with implementing strategic changes across diverse applications, the aim is to optimize uptime during critical online hours and refine the automated telecom lifecycle for enhanced efficiency.
* Responsibilities encompass a spectrum of critical tasks, from conducting backup and maintenance operations to overseeing job control and managing make files. Additionally, troubleshooting and debugging system servers are key functions undertaken to guarantee seamless operation and mitigate downtime risks.

Technologies:

Basic UNIX, SQL, ticketing tool AOTS

**CAREER GAPS**

* Relocation break since Jan 2024
* Maternity break from January 2020 to December 2021 (almost 2 years)
* Maternity break from June 2014 to May 2017 (almost 3 years)