

PAVAN KALYAN MAHANTY

Senior Specialist 2

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Languages : Telugu, Hindi, English, Odia

PROFESSIONAL SUMMARY

Site Reliability and Production Support Engineer with 3.8 + years of overall industry experience supporting and enhancing mission-critical financial systems in cloud-native environments. Experienced in Kubernetes-based deployments, incident management, automation, and reliability optimization. Proven ability to reduce MTTR, implement proactive monitoring strategies, and improve system resilience through automation and performance tuning. Strong background in payment systems, distributed architectures, and cross-functional collaboration to drive reliability and operational excellence.

Work Experience

Senior Specialist 2 | Factset Systems | Dec 2025 – Present

- Owned reliability of financial analytics applications serving multiple users, maintaining 99.9%+ uptime across Kubernetes environments.
- Improved system resilience by diagnosing and mitigating pod-level resource contention, memory leaks, and service degradation issues.
- Designed proactive monitoring dashboards and alerting strategies in Grafana to reduce incident detection time.
- Performed root cause analysis (RCA) for high-impact incidents and implemented long-term reliability improvements.
- Managed secure file transfers (inbound/outbound) using SFTP for market data and reports.
- Automated repetitive diagnostics and operational workflows using Python, reducing manual effort and response time.
- Led reliability improvement initiatives by identifying systemic failure patterns and implementing preventive controls, reducing repeat incidents and improving overall platform stability
- Ensured SLA/SLO compliance by optimizing batch job handling and database performance tuning across PostgreSQL, MS SQL, and Oracle.
- Designed and implemented Disaster Recovery strategy including failover validation and recovery testing.

Production Support Engineer (L2) | Volante Technologies | Aug 2023 – Dec 2025

- Managed reliability of high-volume payment processing systems, maintaining 99.99% uptime for mission-critical services.
- Reduced MTTR by 50% through structured incident response, log analysis, and automation of recurring failure diagnostics.
- Contributed to multi-region Kubernetes deployments, improving high availability and reducing regional failure impact.
- Monitored and optimized production systems using New Relic and Oracle Cloud tools, proactively resolving performance and availability issues.
- Automated operational workflows using Python, reducing manual effort by 70% and improving response time.
- Performed root cause analysis for recurring incidents and implemented long-term fixes at application and infrastructure levels.
- Recommended and implemented infrastructure tuning (memory, thread pools, DB connections) based on load analysis to improve system stability.

Software Engineer Trainee | Volante Technologies | Jul 2022 – Jul 2023 [Internship-Paid]

- Gained exposure to payment processing systems such as VolPay, RTGS, IPS, and real-time payment systems.
 - Developed and deployed micro-services using Flask and FastAPI, integrating with middleware solutions like Kafka, Rabbit MQ, and IBM MQ.
 - Supported message formats such as PAIN, PACS, and MT-SWIFT for seamless financial communication.
 - Automated server health checks and error log analysis, reducing manual intervention by 50%.
 - Assisted in migration to containerized environments using Docker and Kubernetes, improving deployment speeds and scalability.
 - Tuned SQL queries and optimized database connections for high-volume transactions
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Education

- B.Tech (CSE) | Vignan Institute of Information Technology | JNTUV | 2023 | CGPA: 7.14/10
 - Diploma (CME) | Govt. Polytechnic, Anakapalli | SBTET Andhra Pradesh | 2020 | CGPA: 7.3/10
 - 10th Standard | SKML High School | BSE Andhra Pradesh | 2017 | GPA: 9.3/10
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TECHNICAL SKILLS

- Programming Languages: Python,Java
 - Web Development: HTML,CSS, JavaScript,PyScript,PHP
 - Data-Parsing: JSON,XML
 - Concepts: Networking,Operating System,Linux,DSA,OOPS
 - Payment-Engine: Volpay,Payment Switch/Gateway
 - Application-Servers: Tomcat,WebSphere Application Server,Kubernetes,Docker
 - Database Management: MySQL,PostgreSQL,MongoDB,Redis,Oracle,MS-SQL,Db2,Firebase
 - Cloud Platforms: AWS,Azure,IBM,Oracle (EC2, S3-Buckets,Service Bus,Redis Cache,VM,Log-Analytic,DB,Storage,Container Registry,Kubernetes-service,IAM,Integration)
 - Middleware: RabbitMQ,ActiveMQ,IBM MQ,Kafka,Zookeeper,Service Bus ,LavinMQ,AmazonSQS
 - Monitoring & Observability: New Relic,Grafana,Prometheus,Oracle Cloud Database Express
 - Methodology: Agile(scrum), ITIL
 - Ticketing & Incident Management: ServiceNow,Atlassian JIRA
 - Tools: Postman, DBeaver,VS-Code,PyCharm,Git,GitHub,Super Putty,WinSCP,SQL Developer,MongoDB-Compass, N-Map,Wireshark,Kafka-Offset,IBM-MQ,Key-store Explorer,RemoteNG ,RoyalTS

 - Financial-Tools: B-One(Performance),Vermilion(Reporting)

 - Core Competencies: Site Reliability Engineering,Continuous Integration and Continuous Delivery,Incident Management,RCA,Kubernetes Operations,Distributed Architecture Debugging,Observability, Monitoring,High Availability,Disaster Recovery,Performance Optimization,Automation & Scripting
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CERTIFICATIONS

- Oracle Database, SQL, MYSQL Explorer,OKE Specialist – Oracle
 - PostgreSQL – SimpliLearn
 - MongoDB Python Developer Path – MongoDB
 - Redis Data Structure, Redis Python Developer Path – Redis
 - AWS Cloud Technical Essentials – Coursera
 - API Gateway, EC2, IBM z/OS – AWS Skill Builder
 - CCNA – Introduction to Networks, Python & Linux Essentials 1,2, Networking Basics – Cisco
 - Network Reference Models, IP Addressing – Cybrary
 - Introduction to ITIL v4 – SimpliLearn
 - Azure Fundamentals, Orchestration container with AKS, AZ-204 message-based solutions – Azure
 - IBM Cloud Essentials V3,Container,Kubernetes,Openshift K8's – IBM Cloud
 - Kubernetes, Intro to Devops & SRE – The Linux Foundation
 - SRE learning path - Datadog
 - Chaos Engineering Practitioner - Gremlin
 - IBM MQ Developer Essentials, IBM WebSphere – IBM
 - Apache Kafka Fundamentals and Accreditation – Confluent
 - Zookeeper,Docker Essentials - Cognitive Class
 - RabbitMQ Training - CloudAMQP
 - Generative AI, REST API – CourseCloud
 - Generative AI, Language Models,Developing SRE Culture – Google Cloud
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ACHIEVEMENTS

- Award: Received Super Dream Team Award for Production Support for best performance
- Appreciation: Pat on shoulder for minimizing manual effort via automation