Gadey Sai Suraj

Senior Support Engineer

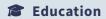


https://saisurajgadey.softr.app/

in https://www.linkedin.com/in/gpsuraj/

Bio

- 6+ years experience in IT supporting clients as an SAP middleware and technical consultant.
- Ability to manage multiple stakeholders and work with teams across specializations and geographies.
- Aspire to become a top Product Manager and solve the problems of customers of products by thinking from the customers' and business perspectives.



Career Accelerator Program, Product Management, Upraised (2022)

https://www.upraised.co/portfolio/gadey-sai-suraj ∂

B.Tech, Bapatla Engineering College (2012-16) **Electronics and Communications Engineering**

Professional Experience

Senior Support Engineer, Tech Mahindra 04/2021 - present | Hyderabad, India

SAP PI PO (Middleware) Consultant for Getinge

- Primarily understanding customer problems and their issues via tickets, digging into problems, debugging the issues and then suggesting solutions to customers or reporting change requests client-side SI team
 - (Understanding Problems, customer empathy)
- Automated a repeated monitoring task using UiPath which reduced overall time by 95%. (AQT Ninja project, TechMahindra's Automation Vision and Strategy certification.) (Process improvement, experimentation)
- Working with functional teams to understand the failure of messages and other issues and guiding them on solving tickets (Collaboration)
- Managed complete middleware support end to end during the non-availability of a team leader over 2 months (Ownership)

Software Engineer, *Tech Mahindra* 11/2016 - 03/2021 | Hyderabad, India

SAP ABAP and SAP PI Consultant for Ahlstrom and GE

- Performance optimizations that reduced considerable time execution of custom programs in SAP ABAP (using Trace tool) and Debugging. (Root cause analysis)
- Shared the work among the team, analyzed the issues and reported to the customers on time. (Teamwork)
- No SLAs were breached and managed to close pending incidents on time. (On time delivery)
- Responded to issues on time when available during different shifts.



No Code Weekend 4 (Nov 2022)

Designed and developed no-code project for the weekend challenge. https://finfobox.softr.app/ ∂

PRD 1 - Upraised (2022)

Activating and engaging current subscribers to explore recently launched Tamil version in AHA app. PRD link ∂

Zorro App Product Psych Teardown - Upraised (2022)

Broke down the Zorro app (renamed to Hood) from the user onboarding and included psych principles used in the app in terms of the **user journey**. Link \mathscr{D}

Product Observations - Upraised (2022)

Link ∂

Insurjo W21 - by The Product Folks (2021), Completed The Product Folks Insurjo W21 winter program (Cohort based course, CBC) and scored 80/100 in the final assessment.

PRD Doc link Ø - Made a PRD Doc on the concept of a Green E-commerce Portal for Producers and consumers -

Assignment Workbook *⊘* - This workbook is a compilation of all weekly assignments during Insurjo **Certificate Link** \mathscr{D} - Final Certificate

IndMoney app teardown (2021)

Participated in IndMoney teardown conducted by The Product Folks (collab work) **Doc Link** *⊘*

Tech 101 for PMs course by HelloPM (2021)

Learnt Tech stacks, Databases, APIs, Webhooks, SQL etc., Assignment work Link ⊘ Certificate link ⊘



Design Tools (Figma, Adobe XD), Analytics tools (Mixpanel), No Code Tools (Notion, Softr, ReTool), **SAP** (SAP PI,PO Process Integration and Process Orchestration, SAP ABAP), **Service Tools** (Service Now, BMC Remedy), PM Tools (Asana)

Interests and Hobbies

Sustainability, Personal Finance, Investing, Coins and Stamps collection, Geo-Politics, Indic knowledge, real Bharata history and Spirituality



UI UX Design (2020), Internshala

Learned Design principles & Figma tool for designing. Verify here ∂ Certificate ID: 8C471662-D089-FD0D-5364-DB32EE9E9691