Gadey Sai Suraj

Senior Support Engineer

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↖ 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.

🎓 Education

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 projects

- 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.

📁 Product Work

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 ✏

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 ✏ - Made a PRD Doc on the concept of a Green E-commerce Portal for Producers and consumers - Brand Refill
Assignment Workbook ✏ - This workbook is a compilation of all weekly assignments during Insurjo
Certificate Link ✏ - 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** ✏

🧠 Skills

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

📚 Courses

UI UX Design (2020), *Internshala*
Learned Design principles & *Figma* tool for designing.
Verify here ✏ Certificate ID: 8C471662-D089-FD0D-5364-DB32EE9E9691