NUVEPRO'S

BEFORE IT BEGINS

ON THE ART OF READINESS

2026

EDITION

AUTHORED BY
TEAM NUVEPRO

nuvepro

FOREWORD

Successful projects often appear decisive in hindsight. The execution feels smooth, the outcome confident, the path seemingly clear. What we rarely see is the quieter work that came first, the preparation, the learning, the questioning, and the deliberate pauses that shaped everything that followed.

This book from us at Nuvepro is about that work and those stories.

At Nuvepro, I've had the opportunity to work closely with our leaders across technology, delivery, and transformation initiatives. While tools and timelines are important, the stories shared here reveal something deeper. True confidence doesn't come from certainty; it comes from readiness. And readiness, as these leaders demonstrate, is not a checklist. It is an art that we ace.

These are not stories of perfection or instant success. They are honest accounts of leaders investing time in becoming ready before committing to scale, complexity, and change. This book intentionally focuses on our story since our vision is the readiness. It celebrates the unseen discipline that precedes strong delivery and the mindset that treats preparation as a strategic advantage, not a delay.

Whether you are leading a transformation, supporting one, or preparing for what comes next, I hope these stories resonate. If they encourage you to slow down, prepare with intent, and value the work that happens before the work, then this book has served its purpose.

Because before it begins, there is the art of readiness.

Best,

Shivpriya R. Sumbha

Head of Marketing and Inbound Sales

Nuvepro Technologies.

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A LESSON IN READINESS I LEARNED THE HARD WAY

About 15 years ago, I was working as a .NET developer when I got my first assignment in C++ at a medium sized IT services company. It was for a disk backup and recovery product, and the requirement sounded quite interesting - add Google search support for backed-up images.

The idea was that the user would have Google Desktop installed (which could index files on the local machine). Any time they searched for something, results should also include files from the backup images. And if they clicked on a result, it should open the content from inside that image.

I did know C++, but I hadn't actually worked in it for quite some time. So, to be honest, I was hesitant at first. But I decided to take it up as a challenge.

"A LESSON IN READINESS I LEARNED THE HARD WAY"

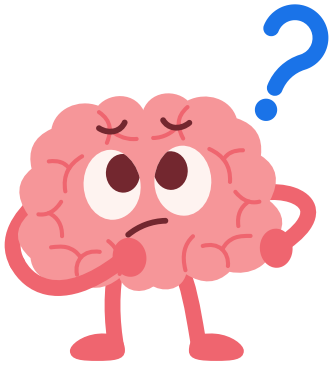
ADARSH EA
DIRECTOR - ENGINEERING

As I started, I quickly realised this wasn't just about writing some C++ code - this was more of an integration problem, and it needed some amount of hands-on experience.

Google Desktop was a brand-new product back then, and the developer documentation was pretty minimal. So there was a lot of trial and error, digging through whatever material I could find. I did manage to get the search results from the images to show up in Google Desktop's search UI. But the part where clicking on the result would open the actual content from the disk image...

I couldn't get that done in time. The deadline was closing in, and I finally had to hand over the plugin to a more experienced C++ developer to complete it.

That was a big moment of learning for me - I realised that just "knowing" a programming language means very little if you haven't actually used it for a real problem in a long time. Skills fade faster than we think.



Today's developers are lucky in some ways

There's so much at our fingertips: videos, practice sandboxes, AI coding assistants, and endless tutorials.

Back then, things weren't so easy. But even now, I believe nothing can replace hands-on practice. That's what gives you confidence and makes you truly project-ready.

> LOOKING BACK, EVEN THOUGH I DIDN'T FULLY FINISH THAT PIECE OF WORK, I'M GLAD I TOOK UP THAT CHALLENGE.

"IT PULLED ME OUT OF MY COMFORT ZONE - AND THAT'S WHERE THE REAL LEARNING ALWAYS HAPPENS".

BRIDGING THE INDUSTRY READINESS GAP: LESSONS FROM MY FIRST STEP INTO THE INDUSTRY

ARUN G
DIRECTOR - ENGINEERING

When I entered the telecom industry as a fresher in 1997, I was eager, ambitious, and carrying the confidence of my college. But reality hit quickly: the industry didn't want theory, it wanted readiness.

My first assignments as a field engineer involved setting up paging repeater stations, managing maintenance, and ensuring services that thousands depended on ran seamlessly. Suddenly, I was forced to translate classroom learning into practical problem-solving:

UPS backups determined how long systems would survive in a power outage. Because this became one my biggest concerns as we had frequent power cuts during that time.

I had to quickly understand how UPS backup time determined system uptime during a power outage SNR (Signal-to-Noise Ratio), once just an exam term, became something that could ruin customer experience during bad weather.

Directional Yagi-Uda antennas weren't just about formulas- they dictated signal clarity in the field. And sometimes, the lessons were downright dangerous.

"BRIDGING THE INDUSTRY READINESS GAP"

While replacing a UPS battery, the screwdriver I was using accidentally touched both terminals. In an instant, it short-circuited, overheated, and melted in my hand. That was my introduction to the raw power of DC batteries-not something you truly appreciate until you see (and feel) it firsthand.

That incident taught me a powerful lesson-direct current (DC) batteries can unleash massive amounts of current in an instant, often more devastating in equipment damage and fire risk than AC. It was a reminder that real-world systems demand respect, caution, and practical knowledge that no textbook alone can provide.

These Experiences Taught Me Two Things:

- The readiness gap is real. College gave me knowledge, but industry demanded applied skills under pressure.
- Practical learning is irreplaceable. Some lessons, like the true dangers/challenges in the tasks assigned, can't be grasped without hands-on exposure.

Fast forward to today, and the gap hasn't gone away-it has widened. With rapid advances in telecom, cloud, and digital infrastructure, professionals are expected to be project-ready on day one. Yet, without structured pathways to bridge the gap, many struggle.

> AS I HAVE ALWAYS FELT, ITS NOT ALWAYS YOUR CAPACITY TO LEARN A NEW THING,

"BUT ITS MOSTLY ABOUT YOUR AWARENESS AND DECISION TO LEARN THE RIGHT THINGS THE RIGHT WAY WHICH DECIDES YOUR PROGRESS".

FROM NON-IT BEGINNINGS TO LEADING CLOUD DELIVERY: MY READINESS JOURNEY

After my graduation, I always hoped to build a career in IT, but like many fresh graduates, my professional journey began in a non-IT role. Valuable, yes, but far from my aspiration. I knew I had a gap to bridge.

That bridge was built when I joined Nuvepro as a Cloud Support Engineer.

The learning curve was steep and immediate: incident queues, VM provisioning, customer issues, and deadlines demanding both accuracy and agility.

The Core Lesson I Learned

Success in IT isn't just about theoretical knowledge; it's about being prepared to solve real-world problems, staying adaptable, and embracing continuous learning. Every task became a lesson in practical capability.

ASHWIJA A SHETTY
LEAD CLOUD DELIVERY

This mindset fuelled my growth into a Senior Cloud Engineer, and eventually, into leading the Delivery Team.

“FROM NON-IT BEGINNINGS TO LEADING CLOUD DELIVERY”

Stepping Into Leadership

Leadership wasn't about being the most experienced. It was about developing the ability to:

- **Guide Others:** Focus on clarity and consistency.
- **Remain Accountable:** Own the outcomes, good or bad.
- **Drive Alignment:** Ensure the team's focus aligns with customer needs and organizational vision.
- **Foster Collaboration:** Success is a team sport.

My journey reinforces one simple belief that continues to shape the way I work and lead today:

> YOU DON'T NEED A PERFECT START TO GROW-YOU ONLY NEED THE WILLINGNESS TO LEARN, ADAPT, AND MOVE FORWARD.

I'M PROUD TO SUPPORT OUR DELIVERY EXCELLENCE AND CHAMPION A CULTURE WHERE CONTINUOUS LEARNING IS KEY.

LEARNING ON THE JOB: MY PATH BACK TO TECH READINESS

ASHWINI NAGENDRA
TECHNICAL LEAD

I took a break from my career after I had my kids. At that point, my priority was flexibility, but I also wanted to stay connected to work in some way. I didn't want to completely step away from technology, so I started doing whatever work I could manage in the time I had.

Since flexible development roles weren't really available, I began doing testing work. This was around 2018-2019. At that time, I was working with my husband's company, which didn't have a large technical team.

Initially, I was just helping out whenever I had time, testing the product and understanding how things worked. After a while, I noticed that the work was very repetitive, and every day the team struggled with the same problem tracking data and creating daily reports.

While testing, I kept thinking, why are we doing this manually every single day? Can't this be simplified? The company didn't have a big technical team, and since I had some technical background, I decided to try solving the problem myself. Using my existing technical foundation, I decided to upskill on the job. I didn't know PHP at that time, but I started learning it while building the solution. Slowly, step by step, I built a small portal that helped the team generate and track their daily reports easily. That entire learning happened on the job, especially during the COVID period, when we were all figuring things out as we went.

That experience gave me confidence. I realised that even though I had taken a break, my ability to learn and build hadn't gone away.

With that mindset, I joined Nuvepro in 2022. I started by exploring Power BI, trying to understand how it works and how data can be used meaningfully. Because of my technical foundation, I was able to pick things up faster than I expected.

Later, I moved into the Technical Learning team, where we were building Python-based assessments and projects for data analysis and data science. I hadn't worked with Python or data analytics before, but as we built the assessments, I learned each concept along the way. To create good assessments, I had to understand the topics properly-and that became my learning process.

Initially, I felt I had forgotten a lot because of my career break. But once I started again, I realised the basics were still there. With consistent hands-on work and help from tools and AI, I was able to catch up with what's happening today.

> FOR ME, READINESS WASN'T ABOUT KNOWING EVERYTHING FROM DAY ONE.

IT WAS ABOUT BEING WILLING TO LEARN, SOLVE REAL PROBLEMS, AND GROW STEP BY STEP EVEN AFTER A BREAK.

CLOSING THE READINESS GAP: A CUSTOMER USAGE INCIDENT CASE STUDY

A support ticket was escalated on a reported usage issue by Customer A.

The support member took swift action and performed RCA. It was found that usage verification was not completed at the customer side due to lack of knowledge on the tool.

- **Symptom:** Customer A reported a usage issue (support ticket) where data for a couple of users was missing.
- **Root Cause (RCA):** The customer did not complete the required usage verification due to lack of knowledge on the tool.
- **Core Problem:** The project delivered a working technical solution but failed to ensure the user was ready to operate it correctly.

CHANDRA PRAKASH
SENIOR TECHNICAL MANAGER

Proposed Response & Action Plan

To address this readiness gap and prevent future escalations, the team should launch targeted operational readiness customer awareness on usage.

Phase 1: Immediate Containment

Direct Intervention: The support team guided Customer A through the usage verification process via step-by-step instructions or a screen-share session.

RCA Documentation: Updated the ticket and knowledge base with the finding: "Issue resolved by guiding the customer through mandatory usage verification steps. Root cause: missing user knowledge/instructional clarity."

Phase 2: Systemic Fixes

Content Audit & Creation,Tool/UI Improvement and New Steps:

- Identify all mandatory/critical user steps (like usage verification).
- Develop guides or user manuals (short videos, step-by-step documentation, or in-app guidance).
- Review whether the usage verification step is clear and prominent.
- Embed immediate guidance such as tooltips or guided tours where verification is required.
- Send proactive communication to all users highlighting the importance and steps of usage verification to mitigate similar risks.

Earlier, the Strategic learning approach relied on document hand-off and reactive post-launch support. The new readiness model shifts focus to proactive operational readiness by validating documentation, clearly defining critical steps, and enabling users through pre-launch training and communication, ensuring mandatory actions are understood before go-live.

> PROJECT READINESS IS NOT COMPLETE UNTIL THE END-USER IS READY TO PERFORM ALL REQUIRED ACTIONS.

"TRAINING AND DOCUMENTATION MUST BE TREATED WITH THE SAME RIGOR AS CODE DEVELOPMENT".

TRIAL BY FIRE: FINDING EXPERTISE IN THE NEW SKILLS

DARSHAN KURDEKAR
SENIOR CLOUD ENGINEER

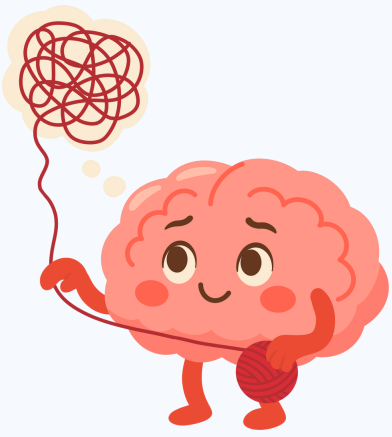
The real turning point came when I moved from the "Playground Lab" to the "Assessment Trial by Fire: Finding Expertise in the new skills Lab." It was an opportunity I wasn't fully prepared for-specifically involving SCCM (System Center Configuration Manager)-but I took it anyway.

Alongside my colleague, Dhruva, we entered a season of "trial by fire." There were nights where things just wouldn't click. We would mess up, stay up late, and debug until our eyes crossed.

But then, suddenly, something would work. Those small victories were our fuel. We didn't just celebrate the success; we celebrated the fact that we had figured it out ourselves.

The Production Pressure

The biggest test came at deployment. In the lab, things looked good. In production? Everything got screwed up. Testing revealed gaps we hadn't seen. Dhruva and I spent those early morning hours in constant conversation, tackling each error one by one. We pushed ourselves far out of our comfort zones, refusing to deliver anything less than a stable solution.



The Lesson Learned

Today, that system handles complex workloads for multiple customers reliably. Looking back, those broken configurations were the best teachers I ever had.

"The gap between knowing and doing is where real expertise is built".

> YOU CAN WATCH EVERY TUTORIAL IN THE WORLD, BUT YOU ONLY TRULY BECOME AN ENGINEER WHEN YOU GET YOUR HANDS DIRTY IN PRODUCTION.

"EVERY LATE-NIGHT SESSION AND EVERY "IMPOSSIBLE" BUG SHAPED ME INTO THE ENGINEER I AM TODAY".

THE OCTOPUS IN THE MACHINE

GIRIDHAR L V
CEO & CO-FOUNDER

Early in my career, fresh out of college, I was selected to join the R&D department in a medical electronics division of a large industry conglomerate.

My first major project was building an LCD-based ECG monitor. I was responsible for the heart of the machine: the ECG board and the software that detected arrhythmias.

The work was complex and thrilling. During one hardware iteration, we decided to replace one of the core chips with a newer, better version.

“OCTOPUS IN THE MACHINE”

A simple upgrade. When you design a circuit board, the routing must match the pin diagram of the chip being used. This is a fundamental requirement, an unbreakable law in hardware design.

The new chip was ordered. But in a moment of overconfidence, I failed to do the one thing that mattered:

I didn't check the pin diagram for the new chip. I assumed the pin layout was the same as the old one. The new circuit boards were fabricated based on the old schematic.

A week before a critical demo, the new chips arrived. And the boards were completely wrong.

There was no time to design and deliver a new board. Panic set in. The solution was a desperate, last-ditch piece of engineering that I'll never forget. We took the new chip and suspended it "in the air" above the board.

Then, for hours, we painstakingly soldered dozens of tiny wires, creating a fragile, hanging web connecting the floating chip to the correct points on the circuit board below.

It worked. But it looked like an Octopus - a chaotic mess of wires and solder, a physical manifestation of a process failure.

What was the real learning here? It wasn't a skills gap; I knew how to design a board. It wasn't an information gap.

“THE DOCUMENTATION WAS AVAILABLE. IT WAS A READINESS GAP”.

The Readiness Gap is the dangerous space between knowing the theory and being ready to apply it in a specific, high-stakes context. I had the skills and the information, but I wasn't ready for the context of a component change. The context, the process, and the skills didn't come together.

> TODAY, THE "OCTOPUS" ISN'T ALWAYS A PHYSICAL THING WE CAN SEE. IT'S HIDDEN IN OUR SOFTWARE.

It's the brilliant engineer who writes perfectly elegant code for a new microservice, but isn't ready for the security protocols of the legacy system it has to connect to, creating a subtle vulnerability.

It's the data science team that builds a powerful new AI model, but isn't ready for the complexities of deploying it at scale, leading to performance issues (well, something similar will come up in a later post)

These are the invisible octopuses lurking inside the software we write. They are the messy, ad-hoc fixes and the hidden risks we accumulate every time we assume that skill is the same as Readiness. They are the reason our projects are late, our systems are fragile, and our best people are stuck fighting fires instead of building the future.

“DO YOU HAVE SUCH OCTOPUS STORIES TO SHARE?”

HOW DO I EVEN START HELPING SOMEONE WHEN I DON'T FULLY UNDERSTAND WHAT THEY NEED?

That question haunted me early in my career.

I remember staring at customer requests, feeling the weight of expectation knowing I had a product to support, but not really understanding the people behind those tickets. It felt like solving a puzzle without seeing the picture on the box.

The shift came when I realized that helping begins with understanding - not just technical issues or use cases, but the customer's world, their challenges, goals, and what success truly means to them.

From that moment on, my approach changed - every customer conversation began with one mission: to understand who they really are, what keeps them up at night, how they think, where the product fits into their journey, and what success truly looks like for them.

HARSHA K
CUSTOMER SUCCESS SPECIALIST

The real test came when customers had unique requests-things not covered in standard documentation. The solution wasn't always obvious. Sometimes it required thinking differently, asking better questions, and exploring beyond what was already defined.

That's When I Began Asking Myself:

Is it about what's possible or about whether I'm willing to explore?

Am I willing to think outside the box, advocate internally, stay customer-centric, and spend the extra hours when there's no clear path?

Before AI. After AI.

Before AI, solving these problems meant hours of research, digging through documentation, and connecting the dots manually. After AI, everything changed. What once took hours is now possible in minutes-from waiting and researching to asking and building.

The Shift at Nuvepro

At Nuvepro, this became even clearer.

The more I understood customers and spoke to them directly, the easier everything became. Earlier, I depended on multiple teams, reports, and availability. The delays were normal. Today, when I understand the customer and our capabilities, I can use AI to build faster, automate smarter, and significantly reduce manual effort.

What Readiness Really Means

Readiness, I've learned, isn't about knowing everything on day one. It's about understanding deeply, staying curious when the path isn't clear, advocating for the customer, and using the right tools to make things possible.

The Real Lesson

When you truly understand your product and genuinely care about your customer, solutions become visible. They were always there-you just had to explore, think creatively, and go the extra mile.

> THAT'S WHAT READINESS MEANS TO ME.

"NOT WAITING UNTIL YOU HAVE ALL THE ANSWERS BUT STEPPING IN, LEARNING CONTINUOUSLY, AND FIGURING IT OUT WITH THE CUSTOMER AT THE CENTER OF EVERYTHING YOU DO".

MY SHIFT FROM PHYSICAL SYSTEMS TO CLOUD

LITHIN PK
LEAD PLATFORM ENGINEER

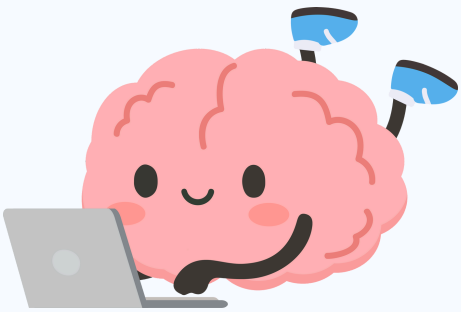
When I look back to 2020, I was a Technical Support Engineer handling PC hardware issues, printers, and support tickets. For almost four years, my entire work revolved around physical systems, which was the world I knew.

But by 2021, it was clear that everything was moving to the cloud. Servers, applications, and storage were all shifting, and I realised that if I didn't upgrade my skills, I would be left behind. That created a major readiness gap for me.

That created a major readiness gap for me. To bridge it, I decided to reskill.

I completed my AWS certification and started learning concepts like VPCs, IAM, scaling, and automation, very different from traditional IT. Along with this, I also learned Linux with the help of my seniors and colleagues.

The real transformation began when I started working on cloud projects: configuring NLB/ALB, S3, EFS, DNS, SSL, managing production workloads, and troubleshooting complex issues across platforms.



"PHYSICAL SYSTEMS TO CLOUD"

There were moments when things broke unexpectedly, and logs, debugging, and late-night fixes became part of my routine. Slowly, I moved from simply “following steps” to truly understanding how cloud systems work. Today, I handle platforms, troubleshoot critical issues, and manage cloud infrastructure end-to-end.

My Biggest Lesson

Project readiness isn’t about having all the skills on day one.

> IT’S ABOUT BEING WILLING TO LEARN, ADAPT, AND GROW WHEN THE CHALLENGE DEMANDS IT.

“THAT SHIFT FROM PHYSICAL SYSTEMS TO CLOUD ENGINEERING SHAPED ME INTO A BETTER AND MORE CONFIDENT ENGINEER”.

FINDING MY FEET: GROWING INTO READINESS AT NUVEPRO

When I joined Nuvepro, nothing about my role felt fixed, and honestly, that was both exciting and unsettling. I was brought in for a trial role, working closely with SMEs and clients to build assessments. This is work the TLS team owns today, but back then, it was new territory for me. After spending over a decade in recruitment, this already felt like a step away from what I knew best.

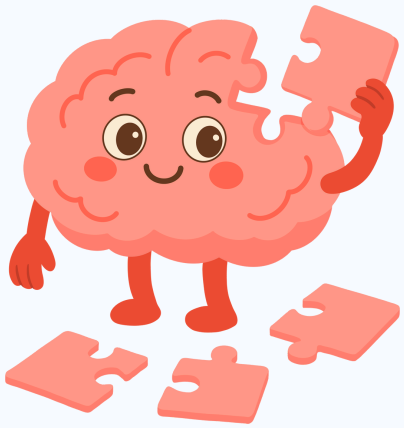
Just four months in, we went a step further and built our own Assessments team. Things were moving fast, and so was I. But the real curveball came when my boss, Giri, asked if I would take on the responsibility of leading the People function.

I remember feeling completely overwhelmed. HR operations, compliance, policies, talent strategy, it all sounded massive. I didn't come from a traditional HR background, and suddenly I was expected to hold it all together.

MEGHA SANJEEV
MANAGER - PEOPLE FUNCTION

I had moments where I genuinely wondered if I was ready for this.

That's when Rajesh stepped in and shared a detailed roadmap. It didn't magically make things easy, but it gave me something solid to hold on to - a place to start. Still, I knew I needed more to succeed.



So I did the only thing I could- I showed up every single day and learned on the job. Conversations with leaders, managers, and external experts became my classroom. I asked questions, made mistakes, reflected, and slowly started understanding the why behind people's decisions. These were lessons no textbook could ever teach.

To push myself further, I enrolled in an HRBP training program filled with real case studies and live scenarios. Suddenly, things started clicking. What I was learning in theory matched what I was seeing in practice, and that bridge made all the difference.

Over time, the feeling of being overwhelmed faded. I wasn't just reacting anymore, I was thinking ahead, making decisions with intent, and finding my voice.

"The journey wasn't about becoming perfect;
it was about becoming ready".

THROUGH THIS MIX OF ON-THE-JOB IMMERSION AND TARGETED UPSKILLING,

> I TRANSFORMED FROM AN OVERWHELMED NEWCOMER TO A CONFIDENT LEADER, FULLY EQUIPPED TO DRIVE NUVEPRO'S PEOPLE FUNCTION FORWARD.

"READY TO LEAD, READY TO LEARN CONTINUOUSLY, AND READY TO BUILD A PEOPLE FUNCTION THAT TRULY SUPPORTS NUVEPRO AND ITS PEOPLE".

WHY READINESS MATTERS MORE THAN THE TECHNOLOGY ITSELF

If I look back at my journey, one thing has always stayed constant: change. I've never worked in a single technology for long. I began my career in telecom, moved into storage where I spent several years, and eventually transitioned to Nuvepro, where the focus shifted strongly toward cloud. Each phase brought something new, and over time, constant change became normal.

With every transition came the need to unlearn and relearn. That has been a recurring pattern throughout my career.

The same applied to programming. I started with one set of languages, moved through C, C++, Java, and now work with Python. Each shift felt significant at the time, but eventually I realized that the language itself is never the most important part. What matters is understanding how systems work beneath the surface and being open to learning whatever comes next.

MOYUKH GOSWAMI
CTO

That Mindset Became Critical as Technology Began Changing Faster.

When I joined Nuvepro, cloud was entirely new to me. My earlier experience focused on storage-backups, recovery, and infrastructure stability. Cloud demanded a different way of thinking.

I had to learn AWS from the ground up, including scalability, automation, and cloud-native design. I completed my AWS certification within the first few months, but the real shift was in how I approached problems.

One early challenge captures this well. We had a cloud management product, and an external Airtel data center requested a prototype and demo. The request sounded simple-integrate their data center and demonstrate manageability. The complication was that their setup relied heavily on FortiGate, a networking appliance we had never worked with before. We didn't have the device, had no prior integration experience, and only two to three days to deliver.

Starting from zero, I studied documentation, understood FortiGate APIs, learned networking programmatically, and iterated rapidly through trial and error. We made it work. That experience reinforced a key lesson: readiness isn't about knowing everything-it's about figuring things out quickly.

More recently, the shift has been toward AI and now Agentic AI. Earlier, interaction meant simple conversations. Today, it's about delegating tasks to agents. Frameworks, patterns, and trade-offs evolve constantly, and the challenge is deciding what's worth building now, knowing it may change again soon.

Much of our progress comes from learning together-reading, experimenting, debating, discarding ideas, and prototyping small solutions.

"It's not about having all the answers; it's about staying curious and adaptable".

"Technology will keep evolving. AI will keep changing".

What feels cutting-edge today may be outdated tomorrow.

> BUT THE ABILITY TO LEARN, UNLEARN, AND REBUILD-THAT'S READINESS.

"AND THAT'S HOW I'VE APPROACHED EVERY PHASE OF MY JOURNEY".

WHY READINESS BEGINS WITH ATTITUDE

Over the years, I have strongly believed in one simple principle: for a sales professional, the product for selling may change, but the attitude should not.

My career has been a series of transitions, all of them necessary. I started on the backend, far removed from customers. When I moved into a client-facing role, the shift was not just functional; it was mental. I had to understand products deeply enough to explain them, train others on them, and confidently answer questions face-to-face. That phase taught me an important lesson: readiness begins with clarity. You cannot create trust with customers unless you first understand the solution inside out.

From training, I moved into sales, largely in customer acquisition roles.

"WHY READINESS BEGINS WITH ATTITUDE"

PRASENJEET MAITRA
DIRECTOR OF SALES - GCC

It was no longer just about knowing the product, but about understanding customer context, business impact, and long-term outcomes.

There was no formal readiness framework back then. Learning happened on the job: by observing, asking questions, making mistakes, and adapting quickly. Google helped, peers helped, but ownership mattered most.

What remained constant through every transition was attitude.

Products evolved, industries changed, but the willingness to prepare never did. I consciously stepped beyond role boundaries: understanding delivery realities, empathising with customer challenges, and aligning internal teams to respond faster and better. This readiness to engage beyond sales conversations helped me build stronger partnerships and uncover new stakeholders and opportunities.

Enterprises invest heavily in learning, but the real challenge is ensuring that learning translates into performance. This is what we at Nuvepro bring to the table powerfully.

Another evolution in my own journey of the last 2 decades has been that Readiness today is no longer just about knowledge.

"It is about empathy, adaptability, and proactive ownership".

"It is about being prepared not because you were asked to, but because you believe in enabling success".

> READINESS IS NOT ABOUT BEING TOLD WHAT TO DO. IT IS ABOUT PREPARING YOURSELF FOR WHAT MIGHT COME NEXT.

"FOR ME, IT HAS ALWAYS BEEN LEARNING IN THE FLOW OF WORK, STAYING CURIOUS, STAYING ACCOUNTABLE, AND STAYING READY".

72 HOURS TO TRANSFORMATION: THE PROOF OF NUVEPRO'S PROJECT READINESS

The Challenge

The mandate was clear: Represent Nuvepro at the SaaSBoomi VIBE Summit hackathon and automate a core business process- the multi-day KYC (Know Your Customer) workflow for a major bank. The real problem wasn't understanding the banking domain; it was the tight 72-hour deadline to master entirely new, cutting-edge tools, including n8n, OpenAI, Bolna, and advanced prompt engineering. This wasn't a test of knowledge; it was a pure test of operational readiness.

The Action: Readiness in 72 Hours

We treated the hackathon as a high-velocity sprint, proving that "readiness" means instantly bridging any skill gap using available resources.

RAJESH MENAKATH VASUDEVAN
TECHNICAL DIRECTOR

1. Rapid Mastery (Workflow Orchestration):
After searching for the optimal tool for workflow automation, I settled on n8n. Lo and behold, Nuvepro's Project Readiness platform had a dedicated Practice Project on "workflow automation using n8n," allowing me to instantly conquer the steep learning curve for complex workflow logic and gain the core implementation knowledge needed to build the automation loop.

2. Instant Launch & Toolkit:
The entire environment was ready in minutes. Nuvepro's pre-configured n8n Sandbox provided immediate access to the n8n environment, necessary API keys, and credits, bypassing hours of tedious setup and procurement required by the time crunch.

3. Prompt Engineering Sprint:
To interact effectively with the AI models, basic prompting was insufficient. This banking workflow demanded structured prompting for intelligent decision-making, document extraction, and tailored communication. I dedicated a focused hour to a Nuvepro Practice Project on prompt engineering, which helped bridge this critical knowledge gap.

4. Code Fluency (Vibe Coding):
The project required specific data manipulation within n8n's code nodes. I utilized a Nuvepro Practice Project on "vibe coding" to quickly master the underlying concepts and available platforms/tools (like GitHub Copilot) for rapid, AI-assisted development.I then applied this newly acquired skill
to write and integrate the necessary JavaScript snippets, achieving code fluency in hours instead of days.

The Result: Transformation Under a Minute

In just 72 hours, we deployed a functional Proof of Concept that fully automated the banking KYC iteration, shrinking a multi-day process to under a minute. This success proves that Nuvepro's team is inherently adaptive and delivery-focused. We don't just enable learning; we demonstrate the ability to master any new technology stack and deliver results under the most extreme pressure, making us truly project-ready from day one. To see the complete, multi-step workflow we built, including document extraction, real-time validation, and multi-channel customer feedback, visit the full post.

> "THE CHALLENGE WAS NOT 'WHAT NEEDS TO BE BUILT?' BUT 'HOW FAST CAN I MASTER THE TOOLS TO BUILD IT?' OUR ABILITY TO ANSWER THAT QUESTION DEFINES NUVEPRO'S READINESS."

ARCHITECTING ZERO-DOWNTIME MICROSERVICES ON AWS: MY READINESS STORY

In April 2021, our business began migrating a large monolithic application to a cloud-native microservices architecture.

I took full ownership of designing and implementing a secure, resilient, zero-downtime deployment model on AWS EKS.

To prepare for this transformation, I strengthened my cloud and DevOps skills through continuous hands-on practice with Nuvepro's AWS labs, working through real-world scenarios that I could confidently apply in production.

While I already had strong experience with Docker, CI/CD pipelines, Jenkins, GitHub, SVN, and automation, this modernization demanded deeper expertise in Kubernetes, cloud networking, and security-driven architecture.

RISHI RAVI
HEAD OF TECHNICAL LEARNING SOLUTIONS

Leveraging insights gained from the Nuvepro labs, I designed an end-to-end AWS EKS microservices deployment focused on scalability, observability, and zero downtime.

As Part of the Delivery Workflow, I Implemented a Robust CI/CD Pipeline Where:

(1) Jenkins handled the build, test, and promotion flow. **(2)** SonarQube enforced code quality gates. **(3)** Automated test suites validated every change before release.

(4) Ansible scripts provisioned environments and automated backend configuration. **(5)** Helm charts packaged, versioned, and deployed microservices consistently into EKS.

Because This Project Was Moving to the Cloud, a Strong Emphasis Was Placed on Security and Reliability. I Designed a Multi-Layer Security Model That Included:

Private subnets for EKS worker nodes, RDS, and internal services and Reverse proxies and controlled ingress architecture.

- WAF + AWS Shield for perimeter protection and Enforced network policies within EKS for pod and namespace isolation.
- ECR image scanning for container security and IAM least-privilege access, service roles, and secret management.
- AWS Inspector and OS hardening for node security and Comprehensive logging and monitoring using CloudTrail, GuardDuty, and integration with a central SIEM.
- Resource isolation and encrypted communication across all components.

Through this continuous, hands-on learning with Nuvepro labs and applying those skills directly to the project, I became fully project-ready to architect, secure, automate, and operate a cloud-native microservices ecosystem on AWS.

> IT SHOWED THAT UPSKILLING ISN'T ABOUT CHANGING ROLES - IT'S ABOUT EXPANDING CAPABILITY TO SOLVE HIGH-IMPACT BUSINESS PROBLEMS.

“THIS READINESS ENABLED ME TO DESIGN A FULLY SECURE, STABLE, AND EFFICIENT DEPLOYMENT PIPELINE AND INFRASTRUCTURE THAT MET THE BUSINESS REQUIREMENT OF DELIVERING MICROSERVICES ON EKS WITHOUT DOWNTIME”.

BRIDGING MY READINESS GAP: A JOURNEY FROM DESKTOP ENGINEER TO QUALITY ENGINEERING

SANTOSH HUGAR
SENIOR TECHNICAL MANAGER

Early in my career, fresh out of college, I enrolled in the Jetking Hardware and Networking program and completed certifications in Windows XP, Windows Server, and Network Services. With this foundation, I began my job search-but the reality was challenging. We explored opportunities across Siemens, HP, IBM, and Accenture, yet most interviews ended with rejections at different stages.

Instead of being discouraged, I treated each rejection as a learning opportunity.

Those early setbacks shaped my resilience, strengthened my humility, and instilled a strong commitment to continuous upskilling.

Eventually, I received an opportunity through an HP third-party vendor and was placed as a Desktop Support Engineer at Mindtree. This role became a major turning point. My responsibilities included supporting laptops, desktops, servers, and printer configurations - work that demanded technical accuracy, speed, and reliability.

One of the most critical assignments at the time was the Symantec ODC project, where only one dedicated engineer was assigned due to the environment's sensitivity. I took complete ownership, optimized key infrastructure areas, resolved major issues, and restored seamless connectivity across three labs running on separate networks.

"This hands-on experience significantly strengthened my technical skills and confidence".

A major milestone came when HP's contract with Mindtree ended. While most contract employees exited, only a select few were offered on-role absorption-and I was one of them. I later learned that the Symantec project managers had recommended my name. This moment reinforced a key readiness lesson for me: readiness isn't defined by skills alone, but by consistency, ownership, and trust. I remain deeply grateful to Manu Tayal, Giridhar LV, and my reporting manager Santosh Hindoddi for believing in me.

As the project evolved, I moved into Testing by immediately enrolling in a testing course and upskilling myself. This transition strengthened my analytical and problem-solving skills and led to an eight-month onsite opportunity in Pune, which contributed greatly to my professional and personal growth.

After returning to Bengaluru, I spent a brief period on the bench. During this time, I met Umesh Bhatt, who introduced me to a new project called VMUnify. The project pushed me beyond my comfort zone, requiring a strong mix of system knowledge, networking fundamentals, and testing expertise-significantly elevating my capabilities.

Just as things stabilized, we received unexpected news: Mindtree planned to drop the VMUnify project. Around the same time, Jani Sir decided to take over the product and start a new company. It was a risk, and only a few chose to take it.

"I was fortunate to be offered that opportunity-and I took the leap, becoming part of what is today Nuvepro Technologies Pvt. Ltd".

> THIS JOURNEY TAUGHT ME ONE OF THE MOST IMPORTANT READINESS LESSONS OF MY CAREER.

"CAREER GROWTH OFTEN COMES DISGUISED AS RISK. THOSE WHO STEP FORWARD, CONTINUOUSLY UPSKILL, AND EMBRACE CHANGE ARE THE ONES WHO TRULY GROW".

READY BY EXPERIENCE, NOT BY CHANCE

My decade journey has been defined by change, and by learning to stay ready through it.

I began my career in customer experience support, where listening carefully and responding thoughtfully were not optional, but essential. Those early years shaped how I view responsibility: readiness starts with understanding people before addressing problems.

The challenge was not just learning how to sell but unlearning a product-first mindset. In sales, I initially found myself navigating targets and outcomes, sometimes faster than I could pause and reflect. Over time, I realized that true readiness in sales comes from thinking like the customer, not just selling to them.

"READY BY EXPERIENCE, NOT BY CHANCE"

SHAILESH KUMAR JHA
ASSISTANT DIRECTOR – SALES

As my responsibilities grew, I learned to balance speed with intent. This balance taught me adaptability: knowing when to act fast and when to step back, listen, and realign.

The shift from selling products to offering solutions became a turning point in how I approached conversations and built trust.

Gradually, confidence replaced assumption, confidence grounded in experience, not instinct alone.

Today, readiness for me is about being prepared to create value. It is the ability to connect learning with real-world application, something that structured readiness frameworks, like those championed by Nuvepro, enable at scale.

"When learning is aligned to real scenarios, people don't just know more, they perform better".

> READINESS, I'VE LEARNED, IS NOT A ONE-TIME ACHIEVEMENT. IT IS BUILT THROUGH TRANSITIONS, REFLECTION, AND LEARNING IN THE FLOW OF WORK.

"IT ALLOWS ME TO STEP INTO EVERY NEW RESPONSIBILITY WITH CLARITY, CALM, AND PURPOSE, READY TO DELIVER SOLUTIONS, NOT JUST PRODUCTS".

READINESS FOR BEING A ONE-STOP PARTNER

Readiness shows up quietly in the middle of work, asking only one question:

How Can I Fill in the Gaps?

For me, readiness revealed itself during a phase when one of my accounts was navigating delivery and support escalations. As the Head of Partnerships and the account holder, I could have stayed at arm's length and let the process take its course. But instinctively, I felt responsible, not just for the partnership, but for the outcome.

I began coordinating the delivery approach myself.

I defined how the month would unfold for the account, mapped how the support team would engage, structured escalation mechanisms, and created a framework to ensure accountability.

"READINESS FOR BEING A ONE-STOP PARTNER"

SHASHI KIRAN
SENIOR DIRECTOR – SALES & PARTNERSHIPS

Every moving part: support cadence, delivery rhythm, and issue resolution was thoughtfully designed even though it sat well outside my formal KRAs.

Being that close to the customer meant acknowledging their challenges and responding with clarity and speed. It reinforced the importance of communicating with intent. Customers don't want fragmented ownership. They value someone who can see the whole picture.

By wearing multiple hats-partnership head, support coordinator, and relationship builder:

“I naturally evolved. This one-stop approach strengthened trust”.

It also opened doors. Through direct engagement, I connected with leaders across the ecosystem, built stronger networks, and turned stakeholders into influencers. What began as crisis ownership became a blueprint for deeper collaboration and future growth.

This experience reshaped how I look at my role, not as a fixed job description, but as a flexible responsibility. It prepared me to replicate this approach across other accounts, adapting to different personas, challenges, and expectations. Readiness, I realized, isn’t about being trained for every scenario.

> THE MOST MEANINGFUL GROWTH DOESN’T COME FROM BEING ASSIGNED A TASK.

“IT COMES FROM CHOOSING TO SHOW UP: BEFORE BEING ASKED AND SUCCEEDING IN IT”.

BECOMING THE CONVERSATIONALIST

SHIVPRIYA R. SUMBHA
HEAD OF MARKETING & INBOUND SALES

There is a common belief that when an organization is small: say, a close-knit team of a hundred or so, you inevitably do more than what your neatly defined LinkedIn job description or KPI dashboard might suggest. And that belief is entirely accurate. But what it often fails to capture is why we do it and what passion lies beneath it.

At Nuvepro, We Don't Simply Wear Multiple Hats Out Of Necessity; We Do So Out Of Pride.

We take immense satisfaction in contributing in ways that are meaningful:

To ourselves, to the organization, and to the larger vision we are building toward. The work extends beyond functional boundaries, and in that extension lies purpose.

"My readiness story is shaped by this very ethos".

At Nuvepro, customer interaction is not reduced to transactional exchanges or formal business rituals. Instead, it is deeply human. We invest in conversations that reflect our conviction: hosting events, meeting customers regularly, sometimes over nothing more than a warm cup of coffee or a good meal. These moments matter. They create trust, they create resonance for our sales teams.

About a year ago, during a conversation with Giridhar, our CEO, he spoke about the evolving nature of my role. Representation, he said, is what we do well but it was time to step further into conversation.

To move beyond market and message into meaningful dialogue. To become, in many ways, a conversationalist.

We often say that sales and marketing run in parallel. At Nuvepro, we chose to challenge that notion. Our belief was simple yet transformative: marketing should not merely align with sales, it should work cross-functionally, in tandem, as one fluid motion. And that shift changed everything.

"I began to develop a deeper strategy: one centered on conversations".

How do I initiate dialogue with someone I've never spoken to before? How do I create spaces for curiosity rather than pitches? How do I invite engagement without expectation?

Were the results encouraging? Absolutely. Did I know how to do it when I started? Not at all.

What we did know, however, was how to show up each day. We chose to take things as they came, brewing conversations, increasing visibility, and allowing our work to draw attention organically. My readiness did not come from a pre-existing skill set, but from the willingness to learn one. Or perhaps more accurately, from learning how to listen, engage, and converse with intent.

In hindsight, I realize that more than readiness for the role, I needed readiness of belief. Belief in what I bring to the table. Belief in the vision I represent. Belief that growth happens in motion.

As we often say, you may not know everything on Day One, but if you are learning in the flow of work, if you find contentment and purpose in the process, that itself is mental readiness.

> AFTER ALL, HOW CAN ONE PREACH WITHOUT PRACTICE? THIS, THEN, IS WHAT READINESS MEANS TO ME.

"TO THE MANY LAYERS OF MULTIDIMENSIONAL WORK WE ENGAGE IN EACH DAY AND TO BEING READY FOR IT ALL".
HERE'S TO #READINESS.

BRIDGING THE INDUSTRY READINESS GAP: MY JOURNEY FROM ZERO TO LEADERSHIP

SIVA KRUSHNA PANDRANKI
TECHNICAL LEAD

I started my career knowing nothing about computers.

B.Sc. with no tech background → MCA → first job in PHP.

Just when I got comfortable, the industry pushed me again:

"WE NEED YOU ON A JAVA PROJECT."

"NOW LEARN CLOUD - AWS, AZURE, AND MAINLY GCP."

No frameworks, no shortcuts. Just raw Java, documentation, mistakes, and long nights.

In time, the same Java project I once struggled to understand became the project I eventually went on to lead - a full-circle moment in my career.

Along the way, curiosity pulled me into Python, data science, and AI - not because someone assigned it, but because I wanted to grow beyond my role. That's when I understood something powerful:

READINESS IS NOT KNOWLEDGE. READINESS IS ADAPTABILITY.

The industry evolves faster than any classroom.

Degrees give concepts. Jobs give exposure.

But readiness is built only by doing - by stepping into challenges before you feel fully prepared.

From knowing nothing about computers to multi-cloud experience, leading Java projects, and exploring AI - my journey taught me

> YOU DON'T WAIT TO BE READY. YOU GROW INTO READINESS.

EVERY CHALLENGE IS A BRIDGE ACROSS THE READINESS GAP.

WHERE READINESS TRULY BEGAN FOR ME

SOWMYA G MADLIMATH
SENIOR SOFTWARE ENGINEER

During my engineering days, I always believed I was a fast learner. So, when I got an internship at Nuvepro in my 7th semester, I walked in with confidence - ready to learn, ready to grow.

But readiness tested me in a way I didn't expect.

I had joined as a Java intern, but within days I was told that I'd be working on Python and Azure instead. New technologies, new responsibilities, and absolutely no experience in them.

At first, it was overwhelming.

Even though I knew the basics, I struggled to understand deeper concepts. Udemy courses, AZ-104 content, documentation, YouTube tutorials - I tried everything. Some days I didn't understand anything... I was just trying.

And the biggest challenge?

Speaking.

- **I was afraid to ask doubts.**
- **Afraid to talk in standups.**
- **Afraid someone would think I didn't know enough.**

But slowly, things changed, because of learning, consistency, and the people around me.

With guidance from Arun, Giri, and Moyukh, patient help from my teammates, and countless hours spent experimenting, I completed my first Azure certification. Then came more tasks, more challenges, more learning.

Being in the TLS team means every day brings something new - a new tool, a new lab, a new scenario, and a new problem to solve. And somewhere in that journey, without even realizing it, I had grown.

"The girl who once feared asking doubts is now giving KTs to others"

I didn't just learn Azure; I learned how to explain it. I didn't just overcome fear - I learned how to guide people, so they don't feel the same difficulty I once felt.

Today, after 4 years, I can say this with pride:

Give me anything new - a feature, a tool, an SDK and I know how to learn it, apply it, and build with it. With AI, documentation, and practice, nothing feels impossible anymore.

That's what readiness is

- Not knowing everything from the start.
- But being willing to learn, step by step.
- Being uncomfortable.
- Being confused.
- Being patient.
- And then quietly growing into someone who can handle what once felt impossible.

> READINESS ISN'T A SKILL, IT'S A MINDSET.

"AND I'M GRATEFUL THAT MY JOURNEY AT NUVEPRO TAUGHT ME THAT - EVERY SINGLE DAY".

LEARNING THROUGH CHANGE: A READINESS STORY

I began my career toward the end of 2019, just months before the world changed overnight. Fresh into the industry, I started as an intern, learning the basics of real-world delivery from the office. By early 2020, the lockdown hit, offices shut down, and remote work became the new normal-without structure or clarity.

SYED WAHEEDUL HAQ
SENIOR SOFTWARE ENGINEER

That Phase Became My First Real Test of Readiness.

With limited project exposure and teams still adapting, I realized that waiting for work wouldn't help me grow.

I took ownership of my learning-exploring systems on my own, reading documentation, experimenting, and documenting insights. I proactively discussed ideas with my product manager to validate and apply what I was learning.

During this time, I worked on a project management solution for a granite manufacturing company. A key challenge was inventory visibility-the client could see total stock but had no clarity on individual stone slabs.

This caused confusion during cutting and delivery. I proposed and helped implement a slab-level inventory feature, allowing users to track individual slabs, understand usage, and plan better. It reinforced a critical lesson for me: readiness isn't about being asked-it's about noticing gaps and acting.

As the pandemic continued, layoffs reduced support across teams, forcing us to work independently and think ahead. That experience strengthened my ownership mindset and problem-solving skills.

Later, at Nuvepro, I transitioned from a service-based environment to a product-led experiential learning platform. The challenge shifted from building features to understanding learners and outcomes. One recurring issue was in time-bound frontend assessments, where learners spent too much time on setup rather than problem-solving.

To address this, we introduced stub code, enabling learners to focus on core functionality. We also added contextual comments within assessments, guiding learners step-by-step without overwhelming them. These changes improved clarity, reduced friction, and made assessments more outcome-driven.

Looking back, these changes didn't come from a defined role-they came from observing challenges, adapting quickly, and taking initiative.

> READINESS ISN'T ABOUT KNOWING EVERYTHING UPFRONT. IT'S ABOUT RECOGNIZING WHAT'S NOT WORKING, LEARNING FAST, AND ACTING WITH INTENT.

"THAT MINDSET CONTINUES TO GUIDE HOW I APPROACH PROBLEMS TODAY".

THE LONG ROAD FROM LEARNING TO BEING READY

VISHAL MURALIDHARAN
SENIOR CLOUD ENGINEER

Back in late 2023, about a year into my tech career, I found myself reflecting on how far I'd come. Just two years earlier, I was a mechanical engineering student on a completely different path. When that path didn't work out, I made a decision to pivot into technology and enrolled in a networking course in Bangalore.

The real test came when our team was assigned to create an Apache Hadoop cluster as a project.

I had learned the theory - watched YouTube videos, completed online courses, and could easily explain Hadoop, Spark, and HBase. But when it came time to implement them... we were lost.

- *Where do we start?*
- *Which configurations matter?*
- *How do we make sure everything works together?*

We slowly pieced together what we thought was a working cluster - until our first customer went live. That's when we found out multiple issues.

If Hadoop Ran, Spark Crashed.

If Spark Worked, HBase Failed.

And when everything finally seemed fine, another component would mysteriously stop working.

"THE LONG ROAD FROM LEARNING TO BEING READY"

Those weeks turned into a crash course in real-world big data infrastructure management. Error logs became our daily reading. Stack Overflow became our classroom. Our colleagues became our mentors.

We learned by failing, debugging, and rebuilding - again and again. And somewhere along the way, we stopped “trying to make it work” and started understanding why it works.

Today, that same system runs successfully and reliably - not just for one, but for multiple customers. The cluster that once felt impossible now handles complex workloads seamlessly.

The Biggest Lesson?

“The gap between knowing and doing is where real expertise is built”.

You can watch all the tutorials and take all the courses, but it’s only when you get your hands dirty in production that you truly learn.

> EVERY BROKEN CONFIGURATION, EVERY LATE-NIGHT DEBUGGING SESSION, EVERY SMALL VICTORY

“THEY ALL SHAPED ME INTO A MORE CONFIDENT ENGINEER”.