

enGAGE

December 2021

*The secret of joy in work is contained in one word
excellence. To know how to do something
well is to enjoy it.*

Pearl S. Buck

GAVS

www.gavstech.com

Galvanizers Special Edition



All men have fears, but the brave
put down their fears and go
forward...

- Dale Carnegie -

Table of Contents

08

People Management through Servant Leadership

Juliana Koshy talks about how Servant Leadership helps keep teams intrinsically motivated. – *“The success for a leader is that the team should feel comfortable asking the leader questions without worrying that the leader will feel hassled, exposed, or implicitly criticized.”*

10

Data Privacy Journey and its Importance

Kavitha Srinivasulu throws light on the role of Data Privacy laws in keeping sensitive information safe and businesses compliant. – *“You could be exposing your company to significant business risk while working on processing employees/customers personal data.”*

13

Zero Trust Security for Identity and Access Management

Sundaramoorthy S writes about how the combination of Zero Trust and Identity & Access Management can ensure improved security in the networks. – *“Zero Trust is a network security model that is based on a strict identity verification process.”*

16

The GAVS Experience

Bindu Vijayan talks about the culture at GAVS and how we aspire to keep improving the experience for all. – *“About 40% of us at GAVS are long tenured, we wear that fact with deep pride, and given our tenure, our roles have interestingly become more fluid and that much more exciting.”*

18

Demystifying the Application Support Role

Meenakshinathan Krishnan explains how starting one’s career in the application support role can learn skills that’ll help them evolve as a technology leader. – *“This gives you exposure to customer relationship management, a vital skill for all who aspire to climb the corporate ladder.”*

20

LEADERSHIP is not a Position, it is Action

Aruna Nandakumar writes about 5 simple rules that help in igniting the spark to become an Alpha Leader. – *“Alpha leaders are those who choose to live their lives with “Infinite Mindset”. They drive the culture of “I am going to leave place/position in a better shape than I found it before”. They help others rise as well.”*

EDITOR'S NOTE



Soumika Das

Welcome to the last edition of the year – the Galvanizers Special Edition.

We have come to the close of a year that felt like it flew by in the blink of an eye; but it truly has been transformational. Like the beginning of the year, uncertainties still abound and navigating those is precisely what has made us wiser.

From vaccines to new variants, from consumer trends to employee expectations, we have witnessed many novelties this year. Keeping up with the rapidly evolving reality has been our true test. While some of us freeze and fail, others innovate and advance - the difference being 'resilience'. Resilience is the defining word of the post-COVID era, and it assures us to guide us into the future. It may be juvenile to expect the future to be 'certain', lessons of the past 2 years are sure going to help us take wiser decisions.

The past couple of years have been kinder to the risk-takers and the visionaries. Opportunities like these don't usually present itself very often. Those who have a truly transformational mindset, have been able to pivot and thrive in midst of a global crisis.

This brings me to the '**Galvanizers**' of GAVS. Galvanizers is the group of high-potential GAVSians who are instrumental to the growth of our company. In this special edition, we bring you some of their opinions, views, and experiences.

We have some insightful articles in this edition.

Juliana Koshy has written '**People Management through Servant Leadership**'

Kavitha Srinivasulu has written '**Data Privacy Journey and its Importance**'

Sundaramoorthy S has written '**Zero Trust Security for Identity and Access Management**'

Bindu Vijayan has written '**The GAVS Experience**'

Meenakshinathan Krishnan has written '**Demystifying the Application Support Role**'

Aruna Nandakumar has written '**LEADERSHIP is not a Position, it is Action**'

Team enGage would like to thank everyone for their contribution and support. We couldn't have done it without you. We aspire to be bigger and better the coming year and would seek your continued support in helping us grow.

Team enGage wishes everyone a safe and happy holidays!

What's new in Tech

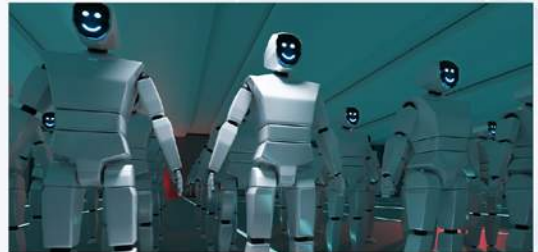


DeepMind's AI has a breakthrough in the mathematics of knots



AI software has collaborated with mathematicians to successfully develop a theorem about the structure of knots. This suggests AI may reveal new areas of mathematics where large data sets make problems too complex to be comprehended by humans.

First living robots built that can reproduce



Scientists at the University of Vermont, Tufts University, and the Wyss Institute for Biologically Inspired Engineering at Harvard University have discovered a new form of biological reproduction – self-replicating living robots. Made from frog cells, these computer-designed organisms gather single cells inside a Pac-Man-shaped 'mouth' -- and release Xenobot 'babies' that look and move like themselves.

'Deepfaking the mind' could improve brain-computer interfaces for people with disabilities



Researchers are using generative adversarial networks (GANs) to improve brain-computer interfaces for people with disabilities. The team successfully taught an AI to generate synthetic brain activity data. The data, specifically neural signals called spike trains, can be fed into machine-learning algorithms to improve the usability of brain-computer interfaces (BCI).

Neural Network based model automatically generates movie trailers



Researchers at University of Edinburgh developed an artificial neural network-based model that can automatically generate film trailers. This model is based on an unsupervised, graph-based machine-learning algorithm. It is composed of two neural networks. One network processes multimodal shot representations derived from the movie's video stream, the other analyzes textual scene representations that are based on the movie's screenplay.



Galvanizers, purveyors of Culture of Innovation at GAVS

As a child, he forged his family's signature for school reports. He left home at the early age of 15 and worked at a garage. Without any formal education, in 1938 he designed and tried to sell piston rings to one of the largest motor companies in his country. He was rejected, so he went back to school and endured the derision of his professors who felt his design was flawed. After a couple of years, his design was accepted by the leading motor company, but it was during World War 2, and his nation would not give him cement, so he managed to get his workers to create a process to manufacture cement to build the factories. And then his factories got bombed. Then

he and his workers went around collecting the petrol cans that the enemy armed forces had left behind and used it as raw material for the piston rings. When he was finally ready to deliver the piston rings, his nation was facing the worst crisis as they were defeated in war. To address the petrol shortage, he fitted his bicycle with a motor to go around the town and this became very popular. He received the Emperor's award for this design. He then reached out to various bicycle shops to raise funds for his company. He then designed and manufactured a motorbike, that was rather bulky. He went on to then design a much lighter motorcycle. The company was able to beat the leaders, Triumph and Harley Davidson in their respective markets.

He went on to build the world's leading car company, and he was especially known for his willingness to take risks and for his unique management style. He was a big proponent of taking personal initiatives and even during his early stage he believed in a very close relationship amongst all his colleagues. He was Soichiro Honda, and you all know the rest of the story.

I wanted to reach out to all my colleagues and especially to the Galvanizers and exhort you to bring this kind of passion and tenacity into your lives. I would urge you to take some massive transformational decisions and please use GAVS as a platform to meet some of your aspirations.

We at GAVS, consider it a privilege that you have chosen to be with GAVS, and as Galvanizers, please challenge us to incorporate initiatives and practices that are in pursuit of excellence and innovation. We want to build a Culture that promotes Excellence and Innovation and makes GAVS a purposeful and significant company in our chosen sphere. How cool would it be to build a company similar to Honda!

As Galvanizers, I would like to invite you to have a vibrant discussion on how we can instill a Culture within GAVS that promotes Innovation, and balance some of these tenets and translate them into unambiguous actionable initiatives at GAVS.

- Tolerance for Failure but No Tolerance for Incompetence
- Willingness to Experiment but Highly Disciplined
- Psychologically Safe but Brutally Candid

References

1. Awaken the Giant Within, Anthony Robbins
2. The Hard Truth About Innovative Cultures, [Gary P. Pisano](#), HBR

Sumit Ganguli
CEO, GAVS

People Management through Servant Leadership



Juliana Koshy

Many of you might have heard a famous line from the popular Hindi movie, 'Chennai Express', *"Never underestimate the power of a common man"*.

I personally believe in this and will emphasize on another powerful quote by Margaret Mead, *"Never doubt that a small group of thoughtful, concerned citizens can change the world. Indeed, it is the only thing that ever has."*

This is the statement which drives me. No matter what, we should have a mindset that we can impact the world in the smallest possible ways. This cannot be achieved by a single person but a like-minded team. But how do we achieve it?

We have heard organizations talk about 100% productivity, but I say we can get 10x productivity if there is commitment from the employees. When the team is committed, the sky becomes the limit. The world has become more complicated with the rapid change in culture and new teams require new-age leaders who are able to mentor and guide. Servant leadership is a promising leadership style for today's dynamic environment especially when the cultures of different countries are coming closer than ever before.

Along with this, if the leader has a high Emotional Quotient – he/she can create a working environment that is as much driven by performance as it is by greater cooperation and greater sensitivity towards each other. In other words, an emotionally intelligent manager creates a working environment which is free from prejudice and at the same time is characterized by high performance that emanates from the ability to focus on results and is not influenced by petty conflicts. The point here is that the emotionally intelligent manager focuses on the team members' needs for intrinsic and extrinsic motivation apart from making them realize their true potential by

targeting their need for self-actualization. We need all leaders to create an empathetic and humane working environment and ensure that one's potential is actualized. Remember – good experience is always contagious...



The success for a leader is that the team should feel comfortable asking the leader questions without worrying that the leader will feel hassled, exposed, or implicitly criticized.

My focus has always been to ensure that everyone feels a part of the team and my personal success is to ensure my team succeeds. Hence, sitting amidst the team instead of a cabin makes me feel more comfortable.

There are a few principles which I try to practice –

1. Active Listening
2. Empathizing with the team
3. Creating a good work environment
4. Being self-aware
5. Appreciating team consensus
6. Give the big picture on how they are helping achieve the organizational goals
7. Walk the talk
8. Focus on strengths rather than on weakness
9. Empower the team

10. Growth for the team – diverse experience
11. Build a close community/family
12. Being inclusive

And finally, to quote Stephen Covey - it's important to remember that servant leaders are both servants and leaders. *"You do serve, but it still requires the other dimensions of leadership –character and competence,"* he says. Competence means that the leader has a track record of high ability and achieving results, with skills that are relevant. Character means that results and accomplishments are achieved with integrity and ethics.

In this approach, the team members are placed at the top, and the leader becomes responsible for leading the company by serving their team members. Servant leadership is built on the principle that if you empower and uplift your team, they will respond with renewed creativity, potential, and purpose. Replacing authority with humility helps to create high team performance and create higher profits for the company.

I will conclude by quoting Covey, *"Trust is one of the means to achieve servant leadership, and it is also an end that is achieved by servant leadership."*

About the Author

Juliana is part of the Customer Success team at GAVS. She is very passionate about technology, and music and is a dotting mother to her two sweet sons. She believes that "Empowered Women, Empower Women"

Data Privacy Journey and its Importance



Kavitha Srinivasulu

Governing and safeguarding personal information has become one of the key regulatory requirements across various industries. Basically, compliance with Privacy Acts is based on the specific facts of an organization's business, operations and use of data. This article provides a set of best practices and food for thought that may be useful in the development of an organization's data protection and compliance efforts.

You could be exposing your company to significant business risk while working on processing employees/customers personal data. With a keen awareness of the impact of personal data collection and use and amplified regulation, many companies are probing ways to effectively collect personal

information throughout its lifespan. The number of global data privacy laws such as GDPR, PIPEDA, CCPA, PDPA is also growing.

Data Privacy Acts and Laws came into force to **enhance the protection of personal data**. Data Privacy Act is a law that pursues to protect all forms of personal information, be it private, personal, or sensitive data that's processed or shared. This act is also meant to cover both natural and juridical persons involved in the processing of personal information. These data protections or privacy acts released as per various local legal and regulatory standards apply to any organization (anywhere in the world) that processes the personal data of data subjects.

What are the various types of Data Risks?



Breaches

Exploiting personal data



Proliferation

Data modernization and use across Cloud, Big Data and Mobile



Laws and Regulations

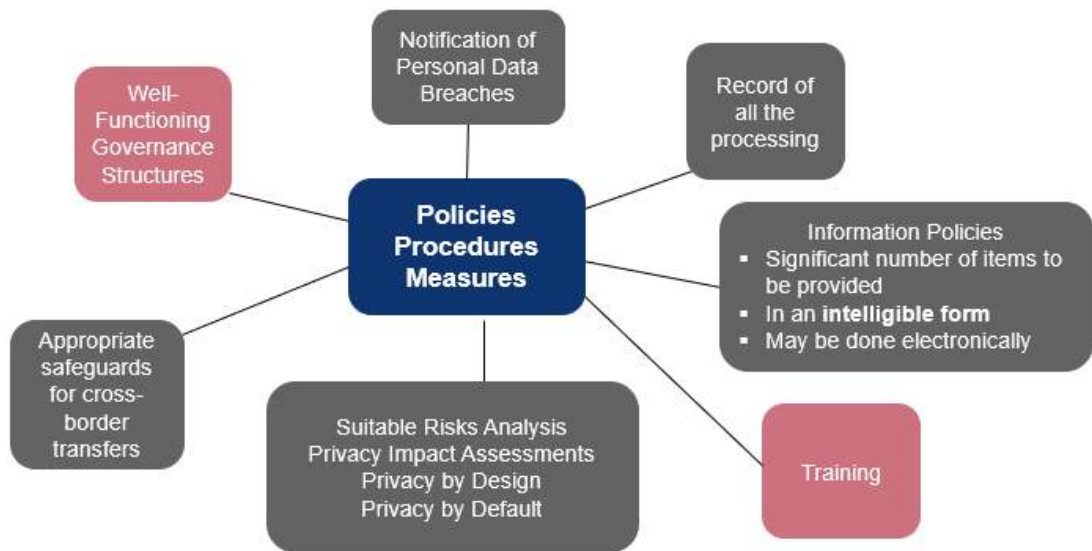
New challenges and severe penalties



Analytics

Humungous data storage and privacy concerns

Data Privacy Model



Predators take advantage by exploiting personal data, intruding networks, hacking passwords, breaching access controls, and especially utilizing the open network used during COVID-19. The risks and costs associated with data security breaches are enormous. This makes data security among the biggest concerns today, and a problem for which modernization and communication are of utmost importance.

- Using old legacy systems or inadequate disposal of old hardware
- Unsecured mobile devices
- Unrestricted access to computers

Potential Privacy Compliance Gap within Organizations

- Lack of knowledge and awareness of Privacy Acts' requirements
- Lack of record keeping mechanism on how data is being collected, processed, transferred, and retained
- Lack of Data Privacy Governance Body, DPO and accountability framework
- Lack of a Privacy Impact Assessment that identifies and mitigates privacy risks
- Existing processes, policies and procedures and contracts that do not incorporate data protection/data privacy requirements
- Lack of responsive data breach reporting mechanism
- Meeting data protection legal and regulatory compliance

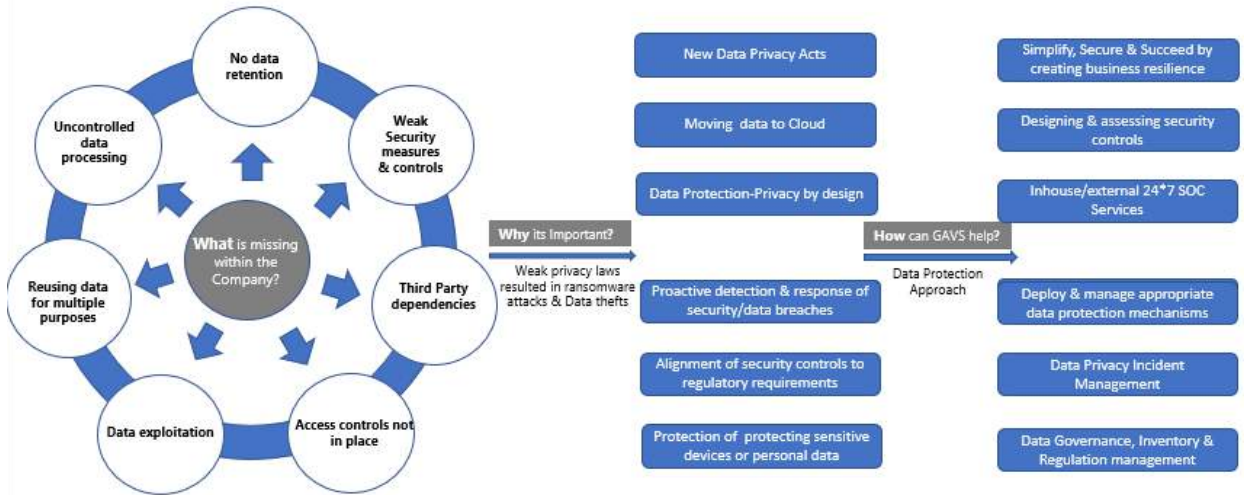
Key considerations for organizations

- Evaluate organization's awareness of Data Privacy Acts and Data Protection policies, including first and second line of business
- Assess organization's current privacy governance model
- Evaluate organization's compliance program against privacy requirements
- Assess organization's ability to timely report data breaches and respond to data subjects' requests
- Incorporate privacy compliance in the audit framework

As organizations become accustomed to growing regulations across the globe, GAVS has developed a robust privacy function for customising the needs and changes expected in the current emerging trends. We have a 24/7 inhouse DPO (Data Privacy Office) which primarily focuses on reducing the risks of data loss and data misuse, while improving compliance with data privacy regulations such as GDPR, CCPA, PIPEDA, PDPA and HIPAA. We also work on keeping

ourselves updated with the current regulations and changes in demand to implement a strong data privacy solution, highlighting the benefits of a properly deployed data-centric solution for our customers across the globe.

GAVS Privacy Model



GAVS' data privacy services and solutions are designed to help organizations protect their information over the entire data lifecycle – from acquisition to disposal. Our service offerings help organizations adhere to data privacy best practices and regulatory compliance in a constantly evolving threat environment and regulatory landscape. In any misuse of data or breach of personal information, GAVS helps in forensic identification of the scope and nature of the data breach, and efficient remediation and reporting of the event.

For more information on GAVS' Data Privacy services, please visit

<https://www.gavstech.com/service/data-privacy-services/>

About the Author

Kavitha has 18+ years of experience focused on CyberSecurity, Data Privacy, Business Resilience, Security Assurance and Vendor/3rd party Risk Management across Healthcare, Financial Services, Telecom, IT Services and Product Corporates.

She is a natural leader with versatility to negotiate and influence at all levels. Kavitha is self-driven and is willing to learn from everything life has to offer.

Zero Trust Security for Identity and Access Management



Sundaramoorthy S

As the IT industry is moving the infrastructure towards multiple models like Hybrid, Cloud and Multi-Cloud models, ensuring security is the biggest challenge. Let us dive into how the combination of Zero Trust and Identity & Access Management can ensure improved security in the networks.

What is Zero Trust Security?



Zero Trust is a model which was first introduced by Forrester Research. Even though it was not entirely a new concept, it has gained its own place in the rapidly growing IT industry for its security-oriented results on network security and architecture

Zero Trust is a network security model that is based on a strict identity verification process. According to the framework, only authenticated and authorized users and devices can access applications and data

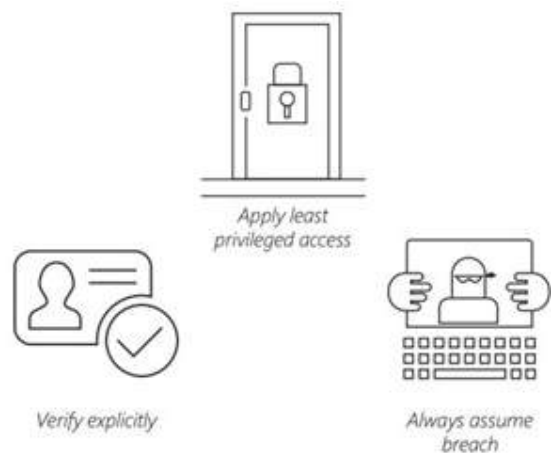
Why Zero Trust?

As growing business networks become targets to the hackers, global business players are in need of an up-to-date security model that effectively adopts to the complexity of the modern environment, embraces the hybrid workplace, and protects people, devices, apps, data, and networks wherever it is positioned.

Below are few reasons why we should adopt Zero Trust

- **Productivity**
Empower the network users to work with enhanced security anywhere, anytime, on any device.
- **Cloud Transition**
Enables digital transformation with security intelligence on complex environments like hybrid, and multi-cloud.
- **Minimal Risk**
Blocks the security gaps and reduces the risk of lateral movement.

Key Principles of Zero Trust



Zero Trust Principles

Verify Explicitly

Authentication and authorization must be done based on all available data points, including user identity, location, device health, service or workload, data classification, and anomalies.

Ensure Least Privileged Access

User access must be limited with just-in-time and just-enough-access (JIT/JEA), risk-based adaptive policies, and data protection to help secure both data and productivity.

Assume Breach

Minimize blast radius and segment access. Verify end-to-end encryption and use analytics to get visibility, drive threat detection, and improve defenses.

Zero Trust Key Targets

Below are few key defense areas of Zero Trust Security Model in the complex networks:

- **Identities**
- **Data**
- **Infrastructure**
- **Network**
- **Applications**
- **Endpoints**



Zero Trust Security on Identity and Access Management

Identity and Access Management is the first step of Zero Trust security model. Identity is a core element of Zero Trust to verify explicitly. As soon as Zero Trust is implemented, it will unify the Identity and Access Management environment in cloud and on-prem applications and resources.

If all the applications, data, infrastructure, machines, and users are in the open internet, with Zero Trust we differ from a traditional model of implicit trust to explicit verification.

- Instead of assuming the Identity of the user that is in high session because of the network which the user is in, verify the identity explicitly

- Verify the device explicitly, instead of assuming the user has a valid machine because of the network
- Explicitly classify and encrypt data, instead of allowing access to file shares because the user is on the network

Identity Centric Security

As we progress, more processes and data are being moved to the internet. When a user accesses their cloud hosted email from a device outside of the secured network, all the elements of the activity fall outside of the secured networks. The device, network, and application (code and hardware) are not in your direct control.

With the many networks, devices, and applications required in our daily business, the only common denominator is the Identity (User), which concludes **“Identity is the control plane”**. It is critical to establish who the user is as the core of trust for other transactions. If the Identity of the user is not known, no other system access control or security is enough. Once we are sure of who the user is, we can explicitly verify every element of access whether our resources are on-premises, in cloud-hosted servers, or managed by third-party SaaS.

A robust Zero Trust strategy considers the full context of the session to determine its overall risk, the identity of the user, plus the state of their device, the apps which are accessed by the user, and the sensitivity of the data which the user accessed. This analytical data which helps admins in deriving the policies for block listing, white listing or to control it by deploying additional authentication controls such as MFA, restricting functionality such as downloads, or applying compliance controls such as terms of use. By bringing such controls in place, its difficult for the hacker to access the networks. This strategy not only protects against external threats, but it also helps create guardrails so well-meaning employees can use organizational resources responsibly.

A framework of controls such as additional authentication factors, terms of use, limited access, and other session semantics regulates access. This guarantees we are “secure at access” in our Zero Trust approach.

Vulnerable Scenario

Let’s discuss a simple example of a vulnerable scenario. Consider an access card to the building premises which is lost by an Identity user, if the access card is not blocked in time and the same access card is identified by a threat, it’s a potential gap in the security. This is the place where the Zero Trust need to be enforced, where the suspected user holding illegal/toxic access must prove the Identity externally with Zero Trust. In this case, the threat surface will be filtered, and security will be ensured.

Checklist for securing the Identity Infrastructure

This checklist will help quickly deploy critical recommended actions to protect your organization

- Strengthen your credentials

- Reduce your attack surface area
- Automate threat response
- Utilize cloud intelligence
- Enable end-user self-service

A successful Zero Trust strategy requires seamless and flexible access to applications, systems, and data while maintaining security for both users and the resources they need to do their jobs. It requires being cloud-ready, starting with identity, and then implementing above check list to secure all areas of your environments.

About the Author

Sundar has more than 13 years of experience in IT, IT security, IDAM, PAM and MDM project and products. He is interested in developing innovative mobile applications which saves time and money. He is also a travel enthusiast.

The GAVS Experience



Bindu Vijayan

I have had the opportunity (a wonderful experience) to witness GAVS grow from strength to strength, and in its compelling and passionate journey, it has created a magnetic workforce, starting from its Leaders, always available to listen, ideate and co-create practices and solutions. About 40% of us at GAVS are long tenured, we wear that fact with deep pride, and given our tenure, our roles have interestingly become more fluid and that much more exciting. The non-diluted focus on providing a world-class delivery ties in with our internal commitment to all, to enhance the 'GAVS experience' for candidates and employees.

Our focus on candidate and employee experience demands continuous improvements in the system, and that is precisely what we are committed to.

Today, organizations with the highest success with their employees and retention have very robust listening programs that give them a better view and understanding of what their employees really want. The lines between our professional and personal lives have blurred, with us working from home over the last couple of years, and today when it is time to go back to offices, everyone has their own plans of how they want to work - many want a hybrid model, and reports say that the workforce is ready to even change jobs if it means they get to spend more time at home with the family.

Functioning on a hybrid model of work today demands that the experience for employees have to be 100% efficient. While the tech skills that is needed has not changed, though evolving rapidly, it is the implicit emotional space that has really caught the HR function's focus. And so, we rewrite the playbook for employee experience, to have the work we do here fit into our lifestyles a little more, have our Managers understand our personal lives and allow what it takes for one to give their best to work.

At GAVS, we are constantly checking in on our various practices and what it means for our employees. We are trying to focus on aspects that are vital to our culture - trust, sense of belonging and how one's purpose is connected to her/his work. Trust becomes the backbone of an organization - How safe am I in this environment psychologically? Do I have the space to speak up and not be humiliated or alienated because of it? Is my Manager a fair person who does not throw his/her weight around to influence people to form cliques in the organization? Psychological safety is paramount today, given that we have seen so much of mental and physical stress the last couple of years because of the pandemic. If my sense of achievement as a Leader is not going to facilitate the sense of achievement for my team and colleagues, I might as well pack up and disappear into the dust of archaic 'managing' that doesn't stand a chance in today's corporate life.

Today's Gen Z wants to be 'coached', and not managed, and it is refreshing to note that majority of them come with the crispness of new age work style - straightforward interactions, sans politics. The sycophancy that once was unashamedly a visible part of corporate life has disappeared. The current workforce wants to come in to learn continually, do above average work, roll their sleeves up and do whatever it takes to help grow the company and their careers.

"Belonging at work adds to the DEI equation. On the one hand, it is about "longing to be", while on the other hand, it is about "being for long", representing an affective and a temporal dimension. Belonging in the workplace brings a shift towards psychological safety and real inclusion.", says AIHR Academy.

At GAVS, we focus on equality, inclusion, flexibility and genuine goodwill and concern for everyone, as we collaborate to meet the company's vision in our march forward. We are committed to our DEIB (diversity, equity, inclusion, belonging) practices and we structure our listening program around these tenets because our people strategy includes listening to what our people are telling us, to give them what they are looking for. We acknowledge and understand that for an employee to bring their authentic self to work might mean different things - from being able to work from home more, to doing flexi hours, as long as it does not impact deadlines and delivery, we have seen that employees are able to maintain their interest levels and remain enthusiastic and energetic about work. Given our nimble size, we are also able to provide a fair amount of internal mobility, (I have personally benefited from it a couple of times here at GAVS) and it allows one to try new things, find our niche and excel.

Our experience portfolio has naturally extended to the candidates as well, and with that we are trying our best to start a genuine relationship with them right from the time they start interactions with our recruiting team - we ensure that they have the right information at the right time to give them the advantage of making informed decisions. Our Candidate Experience team helps close gaps by enabling the candidate to get a clearer view of our culture, his/her role, how that is an asset to the company's growth and thus give them a sense of purpose.

An article by McKinsey says, *"think deeply about talent... link talent to value, the best talent should be shifted into critical value-driving roles. It means moving away from the traditional approach where critical roles and talent are interchangeable and based on hierarchy. Successful organizations work together with their people to create personalized, authentic, and motivating experiences that tap into purpose to strengthen individual, team, and company performance..."*

References

- <https://www.aihr.com/blog/hr-trends/#DEIB>
- <https://www.mckinsey.com/business-functions/people-and-organizational-performance/our-insights/the-new-possible-how-hr-can-help-build-the-organization-of-the-future>
- <https://timesofindia.indiatimes.com/business/india-business/few-companies-have-moved-to-new-age-hr-practice-ibm-study/articleshow/79431444.cms>

About the Author

Bindu Vijayan takes care of Employee Experience at GAVS, she works towards creating an environment that's conducive to passion and make employees feel valued as individuals. She is an avid reader, enjoys music and poetry, and is a devoted mother and a grand-mother. An ardent Kafka fan, she relates to his famous quote, "Don't bend; don't water it down; don't try to make it logical; don't edit your own soul according to the fashion. Rather, follow your most intense obsessions mercilessly."

Demystifying the Application Support Role



Meenakshinathan Krishnan

In the recent past, I have had the opportunity to work with many young and bright minds. While all of them are passionate about building a career in technology, some are reluctant to start off in an application support role. Application support is one of the pillars of the IT industry. Contrary to some myths, this role helps shape you into a technology leader. In this article, I will explain how.

Here are some skills that you develop in this role -

Customer Centricity - Being a key member of the team, you get an opportunity to work closely with the end-customers when they raise any issues in application. By working with them you understand who is using the application, how they are using it, what issues are they facing and how can the experience be made better. This gives you exposure to customer relationship management, a vital skill for all who aspire to climb the corporate ladder.



Learning a Variety of Technical Skills - This role gives you an opportunity to learn all the technologies that are used in the application. As part of solving an issue or request, you start understanding user interfaces/ user experiences (UI/UX), application interfaces (API), Data processing (ETL), database interactions (DB), various data delivery (Reports), server configurations

(IT admin), network configurations (Network Admin), security configurations (SecOps), deployment configurations (DevOps), among others. A developer may not get the opportunity to learn this entire range of skills. These skills will help you **leverage technology to improve business performance and strategy**. Performing this duty well on a consistent basis can fast track your career.



Cross-functional Team Collaboration - This is the only role allows you to work with multiple cross functional teams. When you are resolving a problem, you will end up in a call with all the IT support functions such as Business Operations, IT helpdesk, IT network operations, IT security operations etc. This will help you understand an organization's computing systems. It is impossible to understate the importance of collaboration in this age. Learning how to collaborate seamlessly is key to succeed, as demonstrated by various organizations – big and small.



Soft skills – Climbing the corporate ladder requires one to learn some key soft skills along with honing their technology skills. In this role, you are bound to pick up some of the following soft skills -

- Communication (Verbal and Written) – Managing all stakeholders expectations
- Collaboration – Working with various teams, across geographies and time zones
- Ability to learn fast – Managing multiple apps with different technologies
- Critical thinking and problem solving – Issue resolution
- Multi-tasking – Debugging, providing updates, coordination with stakeholders
- Ability to work under pressure – Resolving critical failures within Service Levels
- Accountability – Owning the issue
- Empathy – Understand customers and other support functions pain points
- Flexibility – Facing customer issues any time
- Passion – Moving to customer satisfaction and delight



Application Support role is a great role to start one's career with. The skills and the exposure will prepare you for many other roles and take you a long way in your career.

About the Author

Meenakshinathan is the Associate Vice President – Customer Success at GAVS. His area of expertise is delivery management and keeping his customer delight always. Outside of work, he enjoys spending time with his family.

LEADERSHIP is not a Position, it is Action



Aruna Nandakumar

“Leaders don’t create followers. They create more Leaders.” – Tom Peters

Everyone has some leadership traits. It may be dormant and may require a spark to ignite it. If you haven’t identified your leadership qualities yet, answering the following questions may help -

- Is your work inspired by others? Do others get influenced by your work and actions?
- Do you keep asking questions until you get clarity on what you want to achieve?
- Do you help people in solving their problems?
- Did you stop seeking permission from others and start owning by yourself, in order to achieve greatness on what you deliver?
- Did you stop complaining about issues, and start looking for solutions and alternatives?
- Do you strive to improve on things that have room for improvement?
- Do you look for opportunities to do things better than what you do today?
- Have you able to demonstrate “It is possible”?
- Do you demonstrate open communication and transparency with your team?
- Do you take risks to achieve your goal?

Alpha Leaders

While regular leaders come with “finite mindset” of being the best, better than everyone, accumulate more responsibility, leaving the place with nothing; Alpha leaders are those who choose to live their lives with “Infinite Mindset”. They drive the culture of “I am

going to leave place/position in a better shape than I found it before”. They help others rise as well.



Who are Alpha Leaders? Perfect example would be our favorite teacher: one who believed in us; who saw something special in us that nobody else saw; who helped us to transform and reach the stage where we are now.

Can you think about yourself being an Alpha leader to your team? Create a work culture with an infinite mindset – when you move on to new role, others will carry your work for you.

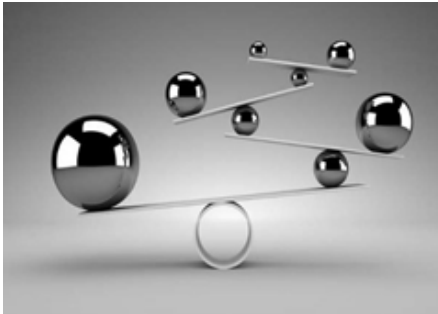
Five simple rules to find that little spark to ignite your quality of being an “Alpha Leader”.

- a. Go after the things that you want. Do it in your own way.**



Some People see the things that they want, while others see the things that prevent them from getting the things that they want. Be the former to be a successful leader.

b. Take accountability for your actions.



Follow the balanced equation:
Take the credit for all the things that you did right. At the same time, take responsibility for the things that you did wrong. You can't take credit without being accountable.

c. Take care of each other.



Learn the "Help Each Other" skill by practicing helping each other. Stop pretending that everything is under your control and start learning: To accept help when it's offered and to ask for it.

d. Practice being the LAST to speak.



Possess the skill of holding your opinions to yourself until you get your turn and until everyone in your team share their opinion. Rather than accepting or denying opinion, ask question in order to better understand other's opinions. This is how you will benefit from it -

1. Everyone else gets the feeling that they have been heard and they have contributed
2. You get the benefit of hearing what everyone else has thought

e. Rather than being "in-charge", hold the responsibility of taking care of those "in our charge"



Mentor and coach, your team on "how to do things better". Teach them, how you have done things when you were a junior like them. Teach them, how to lead.

Leadership is a learnable and practicable skill. It's like your daily work-out. If you **practice** it every day, you will get good at, you will become a strong leader.

Inspired by Simon Sinek's 2021 Motivational Speech
<https://www.youtube.com/watch?v=4DA82guEXSQ>

About the Author

Aruna is celebrating 10 years of her professional journey with GAVS.

She is Detail-Oriented, Confident, Strong and Assertive. She loves shopping and has developed a love for baking recently.

The mantra that keeps her motivated is that - "Problems are common. But attitude makes the difference!"



Team GAVS
Wishes You a
**Joyous Holiday
Season**
and
**A Happy New
Year!**



The road to success and the road to failure are almost exactly the same.

- Colin R. Davis -

en **G2** *ge*

GAVS Technologies

| www.gavstech.com

Follow us on:

