

ADARSH MASEKAR

Product Support Engineer

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Summary

Product Support Engineer with **2+** years in Enterprise **B2B SaaS**, specializing in solving complex engineering-level issues and delivering technical solutions using **Java, Python, JavaScript, SQL, and CI/CD integrations** while maintaining **95%+ SLA adherence** through Root Cause Analysis and automation.

Skills

Product Support & Troubleshooting: Production Debugging, Root Cause Analysis (RCA), Log Analysis, Incident Management, SLA Monitoring

DevOps & Support Tools: Jira, Git, Jenkins, Linux/Unix, Bash Scripting

Automation & Testing: Selenium, Appium, API Testing, Postman

Frontend & Integrations: React.js, JavaScript, HTML5, CSS3

Backend & Databases: Java, MySQL, Python, Node.js, Express.js, REST APIs

Experience

Product Support Engineer (L2)

January 2025 – Present

Qualitia Software

Pune, India (Remote)

- Resolved **300+ Tier 2/3 technical issues** through code-level debugging of Selenium and Appium frameworks, maintaining **95%+ SLA adherence** and reducing overall resolution time by 35%.
- Engineered **custom Java integration module for IBM DB2** within 36 hours, implementing JDBC connectivity layer with connection pooling to retain critical accounts and enable seamless database operations.
- Architected **50+ technical knowledge base articles** with code samples, achieving 40% increase in self-service deflection and 20% faster customer onboarding.
- Mentored **3 junior engineers and trained 30+ QA testers** on product architecture and troubleshooting methodologies, reducing team ramp-up time by 40%.

Associate Software Engineer

December 2023 – December 2024

Tech Mahindra

Bengaluru, India

- Provided **L1/L2 production support for enterprise loan platform** processing 5,000+ daily transactions, performing code-level debugging in Java/Spring Boot microservices and reducing incident response time by 25%.
- Conducted **comprehensive Root Cause Analysis on production defects** with stack trace analysis and code references, enabling development teams to implement permanent fixes 30% faster.
- Optimized **database performance** through SQL query analysis, indexing strategies, and join refactoring, reducing loan processing time by 20% during peak periods.
- Executed **API testing across 50+ RESTful endpoints** using Postman, creating automated test collections with JSON validation to ensure data integrity across microservices.

Projects

AI-Powered Log Analysis Portal | MongoDB, Express.js, React.js, Node.js, LLM

2025

- Built **full-stack MERN portal** to automate error log analysis for support teams, integrating file uploads, API integrations, and real-time diagnostics.
- Integrated **Grok API and local LLM models** to parse Java stack traces and error patterns, targeting 40% deflection in L1 support tickets.

Product Enhancement: In-House Code Editor | Java, Eclipse RCP

2025

- Analyzed **20+ escalation tickets** to propose in-house code editor solution, creating technical specifications projected to reduce setup-related tickets by 30%.
- Researched **Eclipse RCP and IDE frameworks**, presenting feasibility analysis and implementation roadmap to product engineering team.

Education

Bachelor of Engineering in Computer Science

Visvesvaraya Technological University

Graduated: 2023

CGPA: 8.6/10