



AKSHAY KG

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Experienced Software Support Engineer with a strong background in troubleshooting and delivering top-notch customer service. Skilled in resolving complex software issues, improving system functionality, and ensuring client satisfaction. Proficient in various programming languages and tools.

Professional Experience

Amazon Chennai,Tamilnadu Support Engineer

05/22 - present

- Supported Amazon Original Stories (AOS) and Amazon First Reads (AFR) Business, resolving critical tickets to ensure seamless project delivery
- Managed end-to-end launch process for AOS and AFR programs with a focus on customer satisfaction
- Executed crucial security tasks such as SAS risks, Shepherds, and policy engine risks, ensuring continuous application security
- Resolved bugs related to AOS and expanded expertise in AOS and AFR programs
- Conducted migration activities to improve cost, power, and density efficiency for hardware, including Graviton Migration
- Completed security review tasks like Kale attestation and Anvil recertification to enhance application security and data privacy
- Demonstrated comprehensive knowledge of basic AWS services(IAM,S3,CloudWatch,EC2 etc)
- Ensured continuous integration and deployment of pipelines, addressing failed workflows and optimizing pipeline stages
- Collaborated with development teams on tasks such as Weblab Allocation Provider upgrades and launches
- Investigated system errors to reproduce and address issues promptly
- Proactively identified and addressed system performance issues
- Maintained compliance with service-level agreements by resolving diverse issues promptly and efficiently

Tata Consultancy Services(TCS) Kochi,Kerala Systems Engineer

07/19 - 05/22

- Technical Support Engineer L2/L3,ensuring 100% application availability and zero downtime for IT and business users
- Analyzed projects and requests, coordinating with other teams and utilizing ITIL tools/concepts (Incident management, Change management, Problem management), server and service monitoring, debugging, and database management
- Created and documented a knowledge base for effective solutions to application issues, including new code development and defect fixes
- Conducted database management and updation activities
- Managed critical issues, participated in bridge lines, provided timely updates, troubleshooted production issues, and engaged vendors when needed
- Served as a subject matter expert (SME), guiding the team to achieve team-level goals
- Improved support scale and quality by providing automated status updates throughout issue resolution phases
- Conducted high-level root-cause analyses for service interruptions and implemented preventive measures to mitigate business disruptions

Education

Vidya Academy Of Science And Technology(KTU)
Btech(Hons) - 8.4

07/15 - 06/19

CMS HSS Thrissur
XII - 94%

07/13 - 05/15

ST Thomas HSS ,Thiroor
X - 98%

05/12 - 05/13

Key Skills

- Core Java: Proficient in OOPS, Collection Framework, and Exception Handling
- Unix Shell scripting
- Development life cycle (SDLC) and experience in Agile methodology
- Database: MongoDB, SQL
- Tools: Akamai, Dynatrace, Jenkins, Jira, Kibana, Kubernetes, Putty, Spinnaker, SoapUI, Winscp, GitHub, Pipelines, Docker, Postman
- Cloud Platforms: AWS, Azure
- E-commerce domain expertise
- Operating Systems: Windows, Linux, MacOS
- Quick learner

Interests

- Walking, Swimming, Badminton, Outdoor Games

References

Ramesh CR - Systems and Firmware Engineer , LITIN DESIGN LABS
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Bincy Riju - Senior System Analyst, IBM
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