

HARI PRASAD MACHARLA

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Professional Summary

Technical problem-solver with 4+ years of experience supporting 20+ national and international banks in production environments. Specialized in application reliability engineering, data analytics, and incident management with proven ability to reduce resolution time by 25% and achieve 98%+ SLA compliance. Expert in Power BI development, SQL optimization, and cross-functional collaboration. Recognized with top performance ratings and awards for driving operational excellence, system stability, and data-driven decision-making in mission-critical fintech systems.

Technical Expertise

Data & Analytics: Power BI (DAX, Power Query, Data Modeling), SQL, Oracle SQL Developer, Statistical Analysis, ETL/ELT, Excel (Advanced), Data Visualization, KPI Development

Cloud & AI: Azure OpenAI, AWS Cloud, Generative AI

Application Support: L2-L3 Production Support, Incident Management, Root Cause Analysis, Performance Optimization, System Monitoring, Batch Processing (BOD/EOD)

Tools & Platforms: ServiceNow, Jira, BMC Helix, BMC Remedy, Finacle Core Banking (10.x), Jasper Reports, PuTTY, WinSCP

Systems & Scripting: Linux, Unix, AIX, Windows, Shell Scripting

Methodologies: ITIL Foundation, Agile, UAT, Process Improvement, Knowledge Management

Professional Experience

Wipro

Associate Consultant

Hyderabad, India

June 2025 – Present

- Deliver L2-L3 production support for SaaS banking platforms serving global financial institutions via ServiceNow and Jira, maintaining 98%+ SLA compliance and minimizing MTTR for P1/P2 incidents
- Monitor and optimize critical batch workflows and BOD/EOD routines using centralized schedulers and Jasper Reports, reducing processing time by 15% and ensuring zero missed cut-off deadlines
- Execute comprehensive root cause analysis on complex application, interface, and database failures, creating detailed RCA documentation that reduced repeat incidents by 20%
- Perform data validation, ETL processes, and compliance reporting using Excel and SQL, delivering accurate insights to stakeholders across multiple time zones
- Manage transaction workflow exceptions and unposted entries, ensuring seamless retail banking operations and maintaining operational integrity for daily branch activities
- Build automated monitoring solutions and alerts to proactively identify system anomalies, improving incident detection time by 30%

Infosys (Finacle Business Unit)

Senior System Engineer

India

December 2021 – May 2025

- Served as Technical SPOC for 20+ national and international banking clients, translating business requirements into technical specifications for Finacle 10.x core banking modules
- Engineered and deployed 10+ interactive Power BI dashboards with advanced DAX measures for real-time KPI tracking, enabling executives to monitor system health, ticket trends, and operational metrics
- Conducted deep-dive analysis of production issues using trace files, logs, and database queries; performed debugging and RCA, reducing mean time to resolution (MTTR) by 25%
- Led end-to-end UAT and production deployment of major Finacle system upgrades across multiple branches, coordinating cross-functional teams (development, QA, operations) to achieve zero critical post-deployment issues
- Provided techno-functional support during product patch deployments in Stage and Production environments, executing sanity testing and ensuring compliance with test certification standards
- Supported DC-to-DR failover activities and End-of-Financial-Year (EOFY) operations, maintaining 99.9% system availability during critical business periods
- Authored 50+ knowledge base articles and troubleshooting guides, standardizing workflows and accelerating onboarding for 15+ team members
- Facilitated monthly stakeholder meetings with international clients, preparing analytical reports and Minutes of Meeting (MOM) documentation for operational transparency
- Mentored junior engineers on system architecture, Finacle modules, and advanced troubleshooting methodologies, improving team capability and knowledge retention
- Collaborated with vendor partners to resolve escalated technical issues, improving vendor response time by 20% and overall customer satisfaction scores

Key Achievements & Recognition

- **Top Performance Rating (2024 & 2025):** Achieved overachiever status for consistently exceeding SLA targets, resolving 150+ monthly tickets, and delivering exceptional client support across global operations

- **Grand Slam Award (2023):** Recognized for excellence in technical training, knowledge sharing, and outstanding client support during critical PSP deployments
- **25% Reduction in Incident Resolution Time:** Streamlined support workflows, introduced advanced troubleshooting frameworks, and enhanced knowledge base resources, significantly boosting team efficiency
- **Zero-Disruption System Upgrade:** Successfully orchestrated end-to-end Finacle core banking upgrade across multiple branches with zero critical issues through meticulous planning and stakeholder coordination
- **Proactive Performance Optimization:** Identified and resolved query bottlenecks and critical system issues, improving application response time by 30% and reducing downtime by 40%

Certifications

AWS Cloud Practitioner | Azure OpenAI for Manufacturing | Generative AI Landscape | ITIL Foundation

Education

Bachelor of Technology in Electrical and Electronics Engineering (GPA: 7.4/10) 2018 – 2021
St. Mary’s Engineering College, Hyderabad, Telangana