

# DILEEP BHUTHAM

Application Support Executive (L1) | Aspiring Java Full Stack Developer | Java | Spring Boot | MySQL | REST APIs | Built Web Applications

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## PROFILE SUMMARY:

- Application Support Engineer with 1.8 years of experience in IT-enabled support for a large-scale platform (Swiggy), handling L1 technical issues, ticket analysis, and workflow validation.
- Strong hands-on exposure to **Java, Spring Boot, REST APIs, JSON, and SQL** through real-world backend projects. Experienced in CRM tools (Salesforce), API testing (Postman), and root-cause analysis.
- Actively seeking **Junior Java / Backend / Application Support (IT)** roles to transition into software-focused responsibilities.

## WORK EXPERIENCE:

### Application Support Executive (L1 Support) | Swiggy Platform

July 2024 – Present

#### Digitide Solutions Limited, Hyderabad

- Managed **50–80 support tickets daily** across chat (80%) and calls (20%) using Salesforce and internal systems.
- Performed **order recovery & cancellation analysis**, explaining issues, providing resolutions, and minimizing customer impact.
- Validated order workflows, backend logs, JSON data, payment confirmation, and delivery partner updates.
- Ensured **SLA compliance** through accurate ticket categorization, documentation, and closure.
- Escalated complex issues to operations, logistics, and backend support for timely resolution.
- Prepared daily/weekly reports highlighting recurring issue patterns and contributing to operational improvements.
- Maintained **95%+ accuracy** in ticket handling and supported platform stability during peak hours.
- Strengthened expertise in debugging, workflow validation, and technical communication.
- Analyzed backend workflows, JSON payloads, and data inconsistencies to support issue resolution
- Collaborated with technical and operations teams to identify root causes and improve system stability
- **Technical Environment:** Salesforce CRM | Internal Ticketing Tools | JSON Data | Oracle SQL (Basic Queries) | Core Java (Basics) | Windows/Linux Basics.

## **TECHNICAL SKILLS:**

### **Programming & Backend:**

- Java (Core Java, OOP), Spring Boot (REST APIs), SQL (Basic Queries)

### **APIs & Data:**

- REST APIs, JSON, Postman

### **Frontend / UI (Basics):**

- HTML5, CSS3, JavaScript , React (Basics)

### **Tools & Platforms:**

- Salesforce CRM, Git/GitHub, Oracle SQL, Windows, Basic Linux

## **PROJECTS:**

### **1. Food Order Management System – Java + Spring Boot + Oracle SQL**

- Developed backend modules for restaurant, menu, user, and order management.
- Implemented REST APIs, exception handling, and structured JSON responses.
- Designed workflow: *PLACED* → *PREPARING* → *OUT\_FOR\_DELIVERY* → *DELIVERED*.
- Tested APIs using Postman; used Oracle SQL for data storage.

### **2. Ticket/Issue Tracking System – Support Workflow Simulation**

- Built a backend system with ticket states: *OPEN* → *IN\_PROGRESS* → *ESCALATED* → *RESOLVED* → *CLOSED*.
- Implemented filtering APIs, SLA logic, validations, and error handling.
- Used Controller → Service → DAO architecture for clean scalability.

## **EDUCATION:**

- **Bachelor of Degree (B.SC - Computer Science)** 2019 – 2023  
KAKATIYA UNIVERSITY-WARANGAL, TELANGANA
- GPA: 7.07/10

## **CERTIFICATIONS:**

- Full-Stack Java Development – Naresh i Technologies
- Java Programming Masterclass – Udemy
- Python for Beginners – SoloLearn
- Front-End Web Development (HTML, CSS, JS) – Udemy

## **ADDITIONAL SKILLS**

Problem-Solving • Communication • Analytical Ability • Customer Handling • Adaptability • Quick Learner