DILEEP BHUTHAM

Application Support Engineer (IT-Enabled) | Java • Spring Boot • SQL | Backend Projects

- Hyderabad, Telangana • 90145 27486 • dileepbhutham@gmail.com
  LinkedIn: https://www.linkedin.com/in/dileep-bhutham-067352296
- **GitHub:** https://github.com/DileepNiki121

PROFILE SUMMARY:

- Application Support Engineer with 1.5 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 Engineer (IT-Enabled) – L1 | Swiggy Platform

Digitide Solutions (Conneqt Business Solutions), Hyderabad | July 2024 – Present

- 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 Science (Computer Science) – Kakatiya University, Telangana
 2019 – 2023

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