

# Divya Gurrala

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## Professional Summary

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Results-driven Technical Engineer with 3 years of hands-on experience in deploying, managing, and troubleshooting technical solutions across diverse environments. Proficient in leveraging advanced technical tools to optimize system performance, ensure seamless integration, and address complex technical challenges. Adaptive to analyze system requirements, automate workflows and collaborate with cross-functional teams to drive operational efficiency. Strong expertise in diagnosing issues, implementing solutions, and maintaining infrastructure to meet organizational objectives. Passionate about continuous learning and adopting emerging technologies to deliver impactful results.

## Education

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**Vijaya Institute of Technology for Women, Jawaharlal Technology University Kakinada**

- 2020

- Electronics and Communication Engineering

Secured CGPA: 6.75

## Work Experience

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Technical Support Engineer, Credit Vidya via CRED - Hyderabad

Nov 2021 — Sep 2024

Credit Vidya is a product-based fin-tech company which was acquired by CRED in 2023. Credit Vidya owns its self-developed application named as Prefr which simplifies customers to have a simplified personal loan journey.

## Professional Experience

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- Resolved technical support tickets using Jira, Zoho Desk, conducting root cause analysis and coordinating with development teams for backend fixes when necessary.
- Finding the root cause analysis by investigating the complete user journey, resolving issues directly within the ticket.
- Analyzed user data in SQL & MongoDB to debug issues, identify root causes, and implement solutions, improving system reliability.
- Utilized Postman for REST API testing and troubleshooting, ensuring seamless request/response functionality.
- Worked with Gray log to trace user interactions and system behavior in detail, supporting resolution of complex, high-impact issues through log analysis.
- Collaborated with product managers and developers to ensure timely resolution of escalated issues and align fixes with business and technical requirements.
- Maintained Confluence documentation for technical fixes and escalations, adhering to ITSM best practices.

## Projects

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### **Prefr & AU Small Finance Bank (Personal Loan Applications):**

- Developed a loan origination and management system enabling customers to apply for and manage personal loans without human intervention.
- Debugging the issue in a core level & Resolving the issues by using API's.

## **SMS Campaign Management and API Integration**

- Running Campaigns using Java code to send messages to multiple customers in a single click, ensuring high throughput and minimal latency.
- Implemented multithreading techniques to significantly enhance the speed and efficiency of message delivery, reducing processing time for large campaigns.
- Using Java code to trigger APIs for bulk data transmission in response to production issues, ensuring swift issue resolution and uninterrupted service.
- Conducted performance testing and optimization, achieving improved system reliability and ensuring seamless integration with external messaging platforms.
- Actively collaborated with cross-functional teams to address and resolve escalated production issues, contributing to overall system stability.

## **Technologies**

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**Programming Languages:** Java(Basic), HTML, CSS, JavaScript

**Databases:** MySQL, MongoDB

**Version Control:** GIT, Bitbucket

**API and Debugging Tools:** Postman, REST API

**Database Management Tools:** DBeaver, MongoBooster

**Project Management Tools:** Jira, ZOHO

**Log Management:** Graylog

**Tools Used:** Postman, IntelliJ, ROBO3T, Visual Studio

**Operating Systems & Remote Support:** Windows, SSH for remote issue resolution

**Research Skills:** Capable googling, using AI (ChatGPT, Grok, Gemini) to learn.

## **Certificates**

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- Certified by atlas-database in MongoDB.
- Certified by J-Spiders in Full Stack .