**Upasana Kamatam**

**Application Support Analyst || Senior Support Engineer|| Technical support**

**Email: Upasanakamatam2021@gmail.com Cell: +1-4389282594**

Highly skilled Application Support Analyst with over 5 years of expertise in Unix, Linux, windows-based systems to provide a pleasant experience for business application users. Proven track record of providing technical and functional support, managing incidents and problems, and optimizing procedures for efficiency. Vast experience in high-volume environments with strong analytical communication and organizational abilities. Dedicated team player with the ability to communicate and interact with technical and non-technical users throughout stages of system development.

**PROFESSIONAL EXPERIENCE:**

**KANTAR Global delivery center, Hyderabad, India**

**Jan 2018- Sep 2021**

**Project 1: HSBC bank, Vodafone, Amazon, GSK.**

**Market Research Analyst Support Specialist**

Role and responsibilities:

* Managing and maintaining the technical infrastructure, including servers, databases, and networking systems, to support data collection, storage, and processing.
* Developing, deploying, and maintaining software applications and tools used for data collection, analysis, visualization, and reporting with programming languages Python, R, SQL, IBM SPSS, Base professional.
* Identifying opportunities to automate manual processes, improve efficiency, and optimize data workflows. This involves implementing workflow automation tools, scripting, or developing custom solutions.
* Ensuring data security measures are in place to protect sensitive information, complying with regulatory requirements such as GDPR or CCPA, and implementing data governance practices.
* Providing technical support to researchers, analysts, and other stakeholders for software applications, data systems, and technical issues that arise during research projects.
* Monitoring system performance, identifying bottlenecks or issues affecting performance, and implementing optimizations to improve system reliability, scalability, and efficiency.
* Collaborating with cross-functional teams, including researchers, analysts, IT teams, and clients, to understand requirements, implement solutions, and ensure smooth project execution. Effective communication skills for explaining technical concepts to non-technical stakeholders.
* Designing and implementing processes for integrating data from various sources into centralized databases or data warehouses like performing ETL operations to clean, transform, and structure data for analysis.
* Reviewing current tasks and processes to enhance efficiency and implement automation using authorized guidelines and tools.
* Providing KPIs to stakeholders to keep them informed about the organization's progress, performance trends, and areas that may require attention or improvement.

**Top of Form**

**Project 2**

**Senior Support Engineer:**

**Project – Azure Commercial Marketplace**

**Project 2:**

Role and responsibilities:   
• Working on deployment issues raised while deploying it to Azure commercial Marketplace.   
• Checking and validating the deployed products on Azure commercial Marketplace.   
• Communicating and helping with questions raised by the publisher while deploying the software.   
• Helping in creating their accounts on Azure.   
• Collaborating with multiple teams as per the issue and will work together in deploying the fix for the bug.   
• Helping in managing users and roles as per the requirement.   
   
• Helping publishers to understand the certification requirements and working along with them in meeting the requirements.

• Helping in creating an offer according to their offer types and help them until the offer goes live on Azure commercial marketplace.   
• Expertise in both Azure portal and AppSource.

**IBM, Hyderabad, India.**

**Sep 2016- Nov 2017**

**Jr. Java developer**

**Project – UBS**

A web-based application that automates the processing of vendor invoices received, allowing them to be classified and authorized on-line. This is a global application, bringing all region’s accounts payable towards a single process and a point of reference.

**Responsibilities:**

* Participated in requirements analysis.
* Developed UI designing to application.
* Taking responsibility of deploying the application and providing continuous support in terms of usage guidance and enhancements.
* Organized daily stand-up meetings, reviews, and participated in other technical presentations.

**EDUCATION:**

* PG Diploma in Project Management Techniques, Cégep de la Gaspésie et des Îles Montreal, Quebec (September 2023).
* PG Diploma in Computer Science, Matrix College, Montreal, Quebec (September 2022).
* Bachelor of Technology (B. Tech) in ECE, JNTU, Hyderabad, India {2016).

**TECHNICAL SKILLS:**

**Database:** MySQL Server, Microsoft SQL Server, MongoDB

**Programming Languages:** C, C++, R, Python, Core Java, HTML, CSS

**Operating Systems:** Unix, Linux, Windows XP/NT/2000/2003/2008

**Tools & Applications:** JIRA, ServiceNow, IBM Dimensions, SPSS, R

**Cloud Platforms:** Microsoft Azure

**Project Management Tools:** JIRA, Smartsheet,

**Document:** MS Office Suite, MS Project, Outlook, Office 365