

# THARIGOPULA MADHAN MOHAN

## APPLICATION SUPPORT ENGINEER

PHONE | (+91) 8431364049  
EMAIL | madhanchowdary169@gmail.com  
LOCATION | Bengaluru, INDIA  
EXPERIENCE | 2 Years 1 Month

### Key Skills

- Tableau
- SQL Server
- SQL
- Programming
- Basic HTML And CSS
- Good At Communication Skills
- Presentation Skills
- Public Speaking
- Written Communication
- Decision Making
- Leadership
- SSIS ETL
- Shell Scripting

### Certification

- Python Mysql
- SQL Basics

### Languages

- English
- Telugu

### Profile Summary

I bring 2 years of experience as an Application Support Engineer, specializing in ensuring the seamless operation of critical software systems. My journey has been defined by a passion for resolving complex technical issues and optimizing application performance to enhance user experience. Key Achievements: Problem Resolution Excellence: Proficient in diagnosing and resolving diverse application issues promptly, minimizing downtime and maximizing productivity. I will be proactively monitoring and troubleshooting the customer problems. Providing extracts using SQL server to Business analysts for proving notifications to customers. Cross-Functional Collaboration: Adept at fostering strong working relationships with cross-functional teams, including developers, QA engineers, and system administrators

### Work Experience

#### Application Support Engineer

Tyler Technologies

06/2022 - 07/2024

Experienced Application Support Engineer with a strong background in troubleshooting and resolving customer issues using SQL queries. Proficient in analyzing complex data structures and identifying root causes of application failures. Skilled in providing timely and effective solutions to ensure customer satisfaction and minimize downtime. For ticketing I am using Jira, Asana, Autotask, Zendesk tools. Expertise in SQL query writing

- Kannada

## Social links

- <https://www.linkedin.com/in/madan-mohan-436b241b0/>

and optimization. Proficient in diagnosing and resolving application-related issues. Strong analytical and problem-solving skills. Excellent communication and interpersonal skills. Ability to work collaboratively in a fast-paced environment. Experience: Provided technical support to customers, addressing inquiries and resolving issues related to the company's applications. Utilized SQL queries to analyze database issues, troubleshoot errors, and optimize performance. Collaborated with development teams to prioritize and implement bug fixes and enhancements. Documented troubleshooting steps and solutions for knowledge sharing and future reference. Technologies: SQL, Jira, Asana, Autotask, Shell Scripting

## Education

### ■ MS/M.Sc(Science) - Computers 2024

Christ University, Bangalore

Grade - Pass

### ■ B.Sc - Computers 2022

Christ College, Bangalore

Grade - Pass

### ■ 12th 2019

Andhra Pradesh , English

Grade - 65-69.9%

### ■ 10th 2017

Andhra Pradesh , English

Grade - 85-89.9%

## Projects

### ■ Skin disease prediction 121 Days

By using machine learning algorithms it takes

the Dermoscopic images and predicts the disease of image and gives the remedies of disease

## **Auto Mobile website**

31 Days

I created a basic website on Auto mobile website which to apply service for vehicles by booking.

## **Digital watch**

31 Days

I made a digital watch which it can display time in display screen by using Arduino Board.