Ravi Teja Chintalapudi

Email : ravtejchintalapudi@gmail.com

Linkedin: https://www.linkedin.com/in/ravichintalapudi/

Mobile : +1 672-272-3266

SUMMARY

- **Technical Support Engineer** with over **6 years** of experience in **L2/L3 support**, **incident management**, and **system optimization** for global pharmaceutical leaders including **GSK**, **Pfizer**, **Merck**, and **AstraZeneca**.

- Proven expertise in troubleshooting complex **application issues**, maintaining **99.9% uptime**, and managing **P0/P1 incidents** under **ITIL framework** standards.

- Skilled in **SQL**, **Oracle DB**, **SFTP**, **SSO**, and **AWS**, with hands-on experience in **SaaS** and **On-Premise** environments.

- **ITIL-certified** professional adept at managing escalations, leading **war rooms**, and improving **service delivery**, achieving a **95% incident resolution rate** within **SLA**.

- Strong communicator and collaborator, known for creating **knowledge base articles**, **training sessions**, and cross-functional teamwork that drives **service excellence**.

SKILLS

- **Technical Support**: : **L2/L3 Support**, **Incident Management**, **Root Cause Analysis**, **System Monitoring**, **Application Support**
- **Scripting and Databases**: : **SQL**, **PL/SQL**, **Python**, **Oracle Database**, **Microsoft Access**
- **Cloud Tools**: : **AWS (S3, EC2, RDS, Lambda)**, **Docker**
- **Monitoring Tools**: : **ServiceNow**, **BladeLogic**, **PuTTY**, **WinSCP**
- **Authentication and Integration**: : **SSO**, **SFTP**, **API Integrations**
- **Project Management Tools**: : **Jira**, **Confluence**, **SharePoint**, **Cisco WebEx**
- **Regulatory Knowledge**: : **ITIL Framework**, **ICH/GCP**, **FDA**, **HPB Regulations**
- **Reporting and Analytics**: : **Advanced Reporting**, **Business Intelligence Tools**, **Data Analysis**
- **Clinical Systems**: : **CTMS**, **eTMF**, **EDC**, **Veeva Clinical Vault**, **Medidata CTMS**, **IRT**

EDUCATION

Northeastern University   Vancouver, Canada

Master of Science in Data Analytics   *Sep 2023 - Dec 2024*

Courses: Natural Language Processing, Data Management for Analytics, Data Mining, Statistical Methods in Engineering

Jawaharlal Nehru Technological University   Hyderabad, India

Bachelor of Engineering in Computer Science   *Jun 2012 - Apr 2016*

Courses: Probability and Statistics, Computer Programming, Software Engineering, Database Management Systems

EXPERIENCE

Northeastern University   Seattle - Remote

Teaching Assistant   *Sep. 2024 - Dec. 2024*

- Assisted in teaching and mentoring students in **Natural Language Processing (NLP)** concepts, including **lemmatization, stemming, named entity recognition (NER), and tokenization**.
- Conducted lab sessions and guided students in implementing **NLP models** using **Python and TensorFlow**.
- Facilitated hands-on learning by supporting students in building and fine-tuning **NLP models** using industry-relevant libraries like **Hugging Face's BERT**.
- Evaluated assignments and provided feedback to help students understand complex **NLP concepts and implementation strategies**.

Oracle Health Sciences   India

Technical Support Engineer   *Jun 2021 – Aug 2023*

- Managed end-to-end **technical support** for **Oracle Health Sciences' InForm EDC** platform, supporting **SaaS** and **On-Premise** environments.

- Took ownership of **support cases** for **Oracle Clientele**, managing **P0/P1 incidents**, and following up until resolution.
- Reproduced issues in **test environments**, leveraged **Oracle Knowledge Base**, and collaborated with **technical forums** to identify solutions.
- Analyzed and resolved **application downtime**, **package deployment errors**, **SSO authentication**, **advanced reporting**, **SFTP imports**, and **browser compatibility** issues.
- Educated clients on **product behavior**, tested **new releases**, and highlighted critical issues during **go-live scenarios**.
- Collaborated with **cross-functional teams** including **Development**, **Cloud**, and **QA** for efficient issue resolution.
- Created and managed **Jira cases** for escalations to the **development team**, providing comprehensive diagnostics.
- Executed **SQL queries** to retrieve and update **user data** directly from the **database**.
- Monitored **application health**, performed **server checks**, and managed system performance.
- Developed **knowledge resources**, including **product demos**, **KB articles**, and **technical documentation**.
- Supported **IWRS** setups with **sFTP configurations** and managed **clinical trial integrations** using **MEDML files**.
- Followed detailed **trial setup procedures**, replicating issues by connecting to **DB**, parsing **MEDML files**, and pushing validated data to **production**.

IT Convergence
India
Technical Analyst — *Mar 2019 - Jun 2021*

- Maintained **MOSS portals** for clients like **ADS** and **Harley Davidson Financial Services**, achieving **99% uptime**.
- Optimized **SQL queries** and improved **application performance** by **20%**.
- Managed **server configurations**, **system upgrades**, and **user permissions**.
- Developed **custom scripts** to automate repetitive tasks, reducing manual workload by **25%**.

Syneos Health Care
India
Application Support Analyst — *Jan 2017 – Feb 2019*

- Provided **L2/L3 support** for **CTMS**, **Veeva eTMF**, **InForm**, and **Medidata RAVE**.
- Managed **user access**, resolved **P1/P2 incidents**, and ensured **24/7 system availability**.
- Handled **SSO authentication issues**, **data imports**, and **system downtimes**.
- Coordinated **P1 war rooms** for high-severity incidents and collaborated with cross-functional teams.
- Created **technical documentation**, **SOPs**, and **knowledge base articles**.

PROJECTS

Machine Learning-Driven Cryptocurrency Trading System, *Northeastern University*   Sep - Dec 2024

- Developed an automated trading system using **Microsoft Azure cloud infrastructure**.
- Implemented **machine learning models** (**XGBoost**, **Random Forest**), achieving prediction accuracies of **82%** and **80%**.
- Designed a dynamic dashboard for **real-time trading performance visualization**, including sentiment analysis with **VADER**.
- Built a robust **data pipeline** for collecting and preprocessing **historical** and **real-time data** via **Alpaca** and **Kraken APIs**.

CERTIFICATIONS

- **Microsoft Data Analysis with Excel**
- **Harnessing the Power of Data with Power BI**
- **Extract, Transform and Load with Power BI**