LAKSHMI VEERABHADRA SAI SIDDHANI

Software Engineer

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PROFESSIONAL SUMMARY

Detail-oriented Software Engineer with 4.5 years of experience in production support, cloud operations, application monitoring, and SRE practices. Adept at managing critical incidents, troubleshooting complex issues, and ensuring stable system performance across enterprise environments. Experienced in Azure cloud, API validation, Postman, monitoring dashboards, and L1/L2 operational excellence. Committed to continuous improvement, automation, and high availability.

ACHIEVEMENTS

• Awarded **"Pat on Back"** twice for outstanding contribution during high-impact production events and black-month challenges.
• Recognized with the **"Best Team Award"** for collaboration and strong cross-team support.

EXPERIENCE

Honeywell International — March 2025 to Present

Role: Software Engineer (L1/L2 Support | SRE Operations)

• Managing L1/L2 daily operations including incident triage, log analysis, real-time monitoring, and escalation handling.
• Troubleshooting gateway failures, dashboard inaccuracies, API issues, and network connectivity problems.
• Performing API validation using Postman for response accuracy, performance, and endpoint validation.
• Conducting sanity and smoke testing during deployment, promotion activities, cutovers, and hotfix releases.
• Supporting migration activities including pre-checks, cutover support, and post-deployment validation.
• Leading incident, defect, and change workflows using JIRA and Zendesk.
• Contributing to SRE initiatives including RCA drafting, availability checks, and performance tracking.
• Preparing SOPs, runbooks, deployment checklists, and maintenance documentation.

Tech Mahindra — June 2021 to December 2024

Client: Nestlé E-commerce

Role: Software Engineer (L1/L2 Operations | Cloud Support)

• Delivered L1/L2 production/application support including monitoring, alert response, and daily system checks.
• Provided Azure support across VM operations, networking, access configuration, and deployment assistance.
• Resolved outages, slowdowns, configuration issues, and cloud service interruptions.
• Performed extensive log analysis, validation checks, and recovery activities for critical applications.
• Collaborated with DevOps and cloud teams to optimize workflows and improve reliability.
• Used Grafana, Azure Monitor, and New Relic for proactive monitoring and alert response.

TECHNICAL SKILLS

Cloud Platforms	Azure, AWS
Operating Systems	Linux
Containers	Docker, Kubernetes
CI/CD & Automation	Jenkins, Shell Scripting
API Testing	Postman
Monitoring Tools	Grafana, New Relic, Azure Monitor
Version Control	Git
Operational Expertise	L1/L2 Support, SRE, RCA, Incident/Problem/Change Management, JIRA, Zendesk, Serv

CERTIFICATIONS

• Python Certification — Coursera
• Linux Certification — Cisco Networking Academy
• CCNA Routing & Switching — Cisco Networking Academy

EDUCATION

B.Tech – Computer Science & Engineering
Swarnandhra College of Engineering & Technology
CGPA: 7.73

LANGUAGES

English (Professional Proficiency), Telugu (Professional Proficiency)

INTERESTS

Music, Gaming