# VAMSIKRISHNA SURISETTI

[Vamsikrishna24](#) | in [Vamsikrish24](#) | [iamvkrishna24@gmail.com](mailto:iamvkrishna24@gmail.com) | +91-6303606145

## SUMMARY

API & SaaS Integration Analyst experienced in troubleshooting and optimizing data pipelines across cloud platforms. Skilled in REST APIs, ETL workflows, log monitoring, and testing to ensure secure, scalable data flows. Strong collaborator with client-facing expertise, driving fast resolutions and customer satisfaction.

## WORK EXPERIENCE

### Technical Support Analyst (API & Data Integrations), DISPATCH TRACK                    Hyd | Oct, 2024 – Present

- Manually tested product, found *3*+ bugs/week, troubleshot via console and web tools; supported *20*+ customers/week, earned 5+ CSATs/week, resolved tickets in 2 days avg., cutting wait time by *65%* and *90*%+ support SLA adherence,meeting defined KPI and, documented *150*+ KB articles to streamline future resolutions.
- Integrated 8+ SaaS client systems via REST APIs (CRUD ops on CSV, XML, JSON) using POSTMAN, resolved payload issues, monitored API performance, ensured scalable data flows, prevented failures and saved 40+ hours/client/week.
- Monitored *15*+ prod servers, escalated *10*+ OpsMon alerts/day (HAProxy, load), worked with DevOps for stability. Collaborated with *4*+ internal teams, and with Scrum Master collecting *50*+ bugs/task updates daily, bridged support–engineering, escalated *270+* Jira tickets/week, ensuring engg. meet *65%* **SLAs**.
- Analyzed *1,000+* client logs via Elastic to trace data imports, identifying integration issues in DispatchTrack; managed **SFTP** data transfers and assisted 20+ EC clients in upgrading to **TLS 1.2**, enhancing security, client handling, and compliance.
- Automated confidential data parsing with Pandas, converting unique formats to CSV, reducing effort while ensuring data security.
- Helped operate a *22*-member support team, assigned *80–100* tickets/week by expertise, logged *4*+ client-driven enhancements, liaised with leadership/engineering, and ensured proactive customer updates.

### Investigation Associate, AMAZON                    Hyd | Feb, 2024 – Aug, 2024

- Worked in the **SEPO** team, investigated seller/buyer profiles & transactions, resolving *1500*+ cases/week. Protecting against bad debt. Processed $*10k*+ in funds to correct parties maintaining marketplace integrity.
- Conducted in depth investigations across *14*+ **client** channels, collaborating with 3+ teams to swiftly resolve disputes upholding organisation's high standard.

## SKILLS

- Programming &Frameworks: Python, Django Framework, Java Script, RestAPIs, Graph QL APIs and SQL (Querying Language).
- Operational & Utilities: Git, Docker, Ms office, Google tools and AWS Console (EC2, S3, Lambda & Sage maker).
- Tools: Elastic, FileZilla, S3 Browser, Zendesk, Jira, Postman, and Plivo.
- Soft Skills: Business Intelligence, problem solving, Eye to detail and Team Player.

## PROJECTS & OPEN SOURCE

### Developed a web platform: **Udyog Refer**                    [Link to Webpage](#)
*Developed a role based referral platform using Django (Python) with RESTful POST API*

- Designed front-end with HTML & TailwindCSS, implemented WebSockets for real-time data flow, SQLite and Postgres SQL for storage— ensuring secure, responsive user interactions.
- Deployed prototype on Render, with 35+ APIs and webhooks overall, debugged errors to improve load times & stability, documented all changes in GitHub, and collaborated with testers to gather feedback for feature refinement.

### Saras - Native windows desktop application | Product
*Engineered an end-to-end Windows desktop app that displays word meanings on double-tap using a dictionary database.*

- Designed 8+ UIs with Tkinter, finalized a sleek model, and built an SQL database based on the WordNet model.
- Implemented a trigger mechanism using clipboard monitoring (Win32 API, Win32con) to detect double-taps, query the backend, and display results via UI.

## EDUCATION

Vignan's Institute of Information Technology. (VIIT)                    **Aug, 2019 - May, 2023**
Bachelor's of Technology. (B.Tech)

## INTERESTS

- Stock Markets, Gen-AI (GPTs), Chess, Volunteering (Tutoring), Event Organization, Data Summits & Hackathons.