Amit Kumar

Product / Technical Support Engineer (L1/L2)
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Summary

5+ years of Experience in Technical/ Product/ Cloud Support Engineer with proven ability to troubleshoot and resolve **L1/L2 product issues**. Demonstrated strong product knowledge to quickly identify and correct problems and troubleshooting for cloud platforms such as Amazon Web Services (AWS). Experienced in resolving infrastructure issues, optimizing cloud resources.

Experience on **ITIL, Incident, Problem & Change Management**, to lead in the diagnosis and resolution of more **complex user issues through the use of standard Incident Management processes.**

Skills

- Operating System: **Windows, Linux**
- **Tool**: Service Now, JIRA, BMC REMADY
- **Data Base:** MySQL, Oracle
- **Programming languages:** SQL, PYTHON, UNIX/LINUX,
- Scheduling Tools: Crontab
- **Documentation:** Confluence. Advance Excel
- **Repository – GIT**
- Cloud services platform: AWS
- AWS Services: **Cloud Watch**
- L1 L2, Customer Facing, Technical Support, Troubleshooting, RCA, Incident management /Analysis.
- Monitoring Tools : **AWS CloudWatch, Wireshark**

Technical Support Engineer

- Working Knowledge in **Linux, and SQL**
- **SQL Application** Support and Troubleshooting
- Ability to interact with databases using SQL statements **like DRL, DML, DDL**, Joins, Functions…etc.
- Able to work in **UNIX Environment**.
- Multiple **workflow related issues**
- Products   and sub-products, services and platforms to support.
- Meet set up services they provide **Level Agreements (SLAs)**
- Configuration of product based on clients' requirements.
- Responsible for the dealing with the problems, bug **fixing and troubleshooting**.
- Trouble shooting Customer n/w and running **diagnostic tools to find RCA**.
- Playing Key resource at **L2 support b/w customer and Development team**
- **Take ownership of user problems** and be proactive when dealing with user issues.
- Monitor all alerts and report any issue that may significantly impact the business.
- Monitoring, analyzing, troubleshooting problems, providing code fixes and testing.
- **Conduct root-cause analysis** as and when needed and propose a corrective action plan Follow established set of processes while handling issues and for proper escalation of unresolved issues to appropriate internal/external teams.
- Identifying and **resolving technical issues**.
- Strong knowledge in Oracle **SQ L Queries, Procedure, Functions, Packages**.
- **Analyze and report product**/Application malfunctions immediately to concerned team Debugging and monitoring and reactive tracking, log and respond to support tickets.
- Conducting deployment and housing keeping activities
- **Installing and upgrading product related issues**.
- Ensure on-time delivery of all assigned tasks – **incidents, problem tickets**, etc. Adhere to the defined support

delivery process/guidelines like Problem.

- Provides **24x7 support in batch monitoring** based on a shift to avoid any significant batch problems.
- creating cloud watch events to trigger actions on AWS service
- Configuring and Managing IAM users and roles.
- **Managed customer support technical** issue daily, including verifying issues, isolating , and diagnosing the problem and resolving the issue where possible
- Meet established **Service level Agreements(SLAs)**
- Exposure to **python scripting**
- Data cleanse & Uplift Using **SQL**
- Setup/configuring EC2 (Linux and Windows) servers on AWS.
- Using Cloud Watch to monitor resources such as EC2, EBS, ELB, RDS, and S3 etc, and

Professional Experience

Working as Technical/Product Support Engineer in "**Scanfii Software Technologies**"
From **APRIL 2023 – Till Date**

NGSD –NextGen Service Desktop

COLTS Telecom -USA

Product Support Engineer |

Skills - SQL, Linux, API

Project Description:

Cox-Telecom leading Telecom operator and uses NGSD (next Generation service Desk) to log customer problem and workflow management. This platform also integrated with Global Portal for global customer log their infra issues and also able to capture and process re-active incidents using SMARTs Diagnostics.

Responsibilities

- Monitoring the application status and ensuring the business continuity.
- Handling in and out the performance to resolve the service disruption.
- Serving as a customer notification point for any problem management and change management.
- Migrating customer from one application to other.
- Renewing SSL certificate for the applications.
- Deploying server for the applications using Jenkins.
- Reporting the underlying issues in application to the development teams.
- Actively monitoring the internal tools for live site issues and performing the recommended action for known issues.
- Customer Ticket analysis giving resolution with defined SLA.
- 100% top scores in customer satisfaction surveys
- Coordinate multi-team efforts to drive customer cases to closure
- Supporting ad-hoc bill generation requests
- Data Cleanse & Uplift Using SQL.
- Ticket Analysis and data Fix.
- Initial data load and data Uplifting
- Providing quick backend support for work around.
- Responsible for the dealing with the problems, bug fixing and troubleshooting.
- Working closely with testing team in preparing test data for them.

Globus Info Services Private Limited
AVNET – Direct to Shop (warehouse Management)
E-Retail, Direct Store Management
Product Support Engineer | October 2019 – July 2022

- Provide technical support to clients via email, Live Chat, HS ticketing system.
- Pro-active approach handling support tasks
- Troubleshoot and resolve application basic/medium issues by debugging logs, database, configuration checks etc.
- Collaborate with cross-functional teams to escalate and resolve complex technical issues.
- Perform root cause analysis for recurring issues and implement preventive measures.
- Assist in the development and maintenance of support documentation and knowledge base articles.
  Web Application Support and Troubleshooting
- Playing Key resource at L2 support b/w customer and Development team
- Take ownership of user problems and be proactive when dealing with user issues.
- Monitor all alerts and report any issue that may significantly impact the business.
- Monitoring, analyzing, troubleshooting problems, providing code fixes and testing.
- Create/develop/utilize application monitoring solutions to enhance application availability and performance in production.
- Conduct root-cause analysis as and when needed and propose a corrective action plan Follow established set of processes while handling issues and for proper escalation of unresolved issues to appropriate internal/external teams.
- Identifying and resolving technical issues.
- Multiple products and sub-products, services and platforms to support.
- Troubleshoot runtime errors and workflow related issues.
- Being at a start-up where everyone knows almost everyone, interacting with each professionally and personally played a major role in the getting the work done.
- Configuration of product based on clients' requirements.

Academic Details

BE Computer science   Rajasthan Technical University, Kota India 2015