

# APPALA NAIDU KOLLI

Support Analyst | SLA Lead



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## To Hiring Team

Verisure

Dear Hiring Manager,

I am writing to express my interest in the Operational scrum master position at Verisure. With over nine years of experience in application management support in IKEA through consultant from TCS(Tata Consultancy Services AB), have a expertise in handling application life cycle management form end to end for business-critical applications(Web based & Mobile apps).

In my current role , I have been responsible for incident management, Problem management SLA adherence, and ensuring 24x7 application availability. I have managed escalations from 1st line teams, performed root cause analysis using structured methods such as 3 leged 5 Whys, and reduced recurring incidents by implementing process improvements and automation. My work has included debugging and resolving both functional and non-functional issues, deployments, documentation, application verification & Validation, infrastructure management ,performance find tuning, decommissioning activities.

I am highly experienced in release management, serving as gatekeeper for production deployments and validating sprint changes across environments. I have coordinated closely with R&D, QA, and cross-functional teams to ensure smooth delivery of new features and applications. Additionally, I have developed and maintained user documentation, led knowledge transfer sessions, and provided training to support teams.

My adaptive mindset, collaborative approach, and quick learning ability and continuous improvement qualities that motivate me to apply for this opportunity.

I would welcome the opportunity to discuss how my skills and experiences can contribute to Verisure's success. Thank you for considering my application.

Sincerely,

Appala Naidu Kolli