

Appala naidu Kolli

MCA | Support Analyst | Service Level Agreement Lead



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PROFILE SUMMARY

- ❖ Application Support Specialist (at IKEA) with 9+ years of experience in application support, DevOps, and incident management in within large-scale IT business applications, including consumer mobile apps (iOS & Android) and web portals. Skilled in 2nd line support, troubleshooting web and mobile applications, and managing escalations across global operations. Experienced in release validation, Deployments, documentation, and user training. Strong, with a strong background in monitoring, root cause analysis (3L5Y), and stakeholder collaboration with R&D, QA, Product Development, and vendors. Adept at improving processes, ensuring system reliability, and supporting business-critical applications in global environments. Proven ability to manage incident management and contribute to product development and QA phases.



EDUCATION

- ❖ MCA (Master of Computer Applications) from Andhra University, Visakhapatnam, India, in 2016.



CERTIFICATIONS

- ❖ Process : ITIL Certification
- ❖ Delivery management : RiO (Rigor in Operations).
- ❖ Certified Scrum Master
- ❖ Technology : **Generative AI** Foundation Curriculum
- ❖ **Retail** : Foundation Certificate in Retail Operations



CORE COMPETENCIES

- ❖ **Application Management & Support** : Tailored in handling application life cycle from end to end
- ❖ **SLA lead & SME**: Led application SLA governance, ensuring 24x7 availability, performance, and compliance with agreed service levels
- ❖ ServiceNow / BMC Remedy / ITIL Processes
- ❖ Knowledge Base & Documentation Management .
- ❖ **Agile Practices**: Scrum, Kanban, SAFe, agile
- ❖ **Monitoring & Troubleshooting**: Splunk, AppDynamics, Catchpoint, ServiceNow
- ❖ **Stakeholder Collaboration**: Global teams, factory integration, Collaboration
- ❖ **Teamwork**: Supportive, motivated, teamwork



TECHNICAL PROFICIENCIES

- ❖ **Programming languages**: C#.Net, Kotlin, Swift, API, Angular, Python, SQL, JavaScript.
- ❖ **Database Technologies**: Oracle, MongoDB, Postgres DB, SQL
- ❖ **Agile Tools**: JIRA, Confluence, Git
- ❖ **CI/CD**: Jenkins, Azure DevOps
- ❖ **BI & Analytics**: Power BI, SQL, Excel-advanced
- ❖ **Design & Collaboration**: Visio, Figma, Miro
- ❖ **Others tools**: ER Studio, Service Now, Splunk, Cathpoint



WORK EXPERIENCE

TCS Sverige || Since April 2023 || Älmhult
Business Analyst / Data Analyst || IKEA || Supply Chain Development

- Engineered data pipelines and reporting automation using SQL, Python, and Power Automate, reducing manual effort and ensuring timely delivery of weekly and monthly insights.
- Designed **data models and dashboards in Power BI** to support supply chain decision-making and optimize product master data quality.
- Partnered with stakeholders to translate requirements into **data-driven solutions**, producing technical documentation and roadmaps for implementation.
- Led maturity assessments and impact analyses integrating **GS1** standards into digital supply chain operations.



WORK EXPERIENCE

TCS Sverige || April 2017 to 2025 || Älmhult & Chennai

Application Management & Support || Service Level Agreement Lead || IKEA

- Began career in Application Support, providing 2nd line incident resolution and production issue handling for web based business-critical applications, mobile apps (iOS & Android).
- Investigated and resolved functional and non-functional bugs, performing code debugging, root cause analysis, and applying 5 Whys methodology to prevent recurring incidents.
- Managed SLA adherence by monitoring metrics and ensuring application availability 24x7, acting as the primary point of escalation.
- Implemented automation scripts and small enhancement tools to reduce repetitive user service requests and improve operational efficiency.
- Performed testing of sprint changes and release deployments across multiple environments, serving as production gatekeeper.
- Deployed sprint changes from test environments to production with strict release management and quality checks.
- Coordinated with cross-functional teams, including PIA & PIA family teams, to resolve issues and deliver changes.
- Led release management activities, infrastructure issue resolution, and performance tuning for databases, servers, and networks.
- Oversaw database migration activities, ensuring seamless transition with minimal business disruption.
- Created and maintained application documentation (DOUs, Confluence pages, runbooks) to support knowledge management and team onboarding.
- Facilitated Confluence migration, agile adoption, and knowledge transfer (KT) sessions for new joiners and support teams.
- Produced DevOps handover documents (workbooks, DOUs, ways-of-working guides) for smooth transition to operations teams.
- Acted as SME and Lean Analyst, coaching AMS teams for 3 months, and driving continuous improvement in incident reduction and support processes.
- Identified unused infrastructure, driving cost savings through decommissioning and end-to-end application lifecycle management.
- Provided leadership in team handling, stakeholder communication, and process standardization across global AMS operations



Achievements

- **TCS AI Spark, TCS Innovation Awards** – recognition for identifying an **AI-driven** business use case and proposing an effective solution approach.
- **On the spot award 2024, 2023, 2022, 2017** – Awards for Excellence
- **Contextual master award** – For a business-critical automation development.

➤ PERSONAL DETAILS

- ❖ **Date of Birth:** 15th May 1992
- ❖ **Languages Known:** English, Telugu
- ❖ **Hobbies:** I love sports. I play badminton, cricket, table tennis.