



JASHWANTH JAYANARAYANAN

PRODUCT SUPPORT ENGINEER

ROLE HIGHLIGHTS

- Results-driven support engineer with over 6+ years of experience supporting eCommerce, payment gateway applications and Clinical Trial Applications.
- Adept at troubleshooting and resolving technical issues, specifically within payment gateway systems and Metadata Repository (MDR).
- Demonstrates excellent customer service skills and thrives both independently and as a collaborative team member.
- Strong analytical and problem-solving abilities, with proficiency in various monitoring applications.
- Skilled in developing Python micro-services.
- Seeking an Product Support role/Devops role to apply my skills and experience in a dynamic organization.

WORK EXPERIENCE

Product Support Engineer

Sycamore Informatics | April 2025 - Present

- Provided technical support and troubleshooting for the Metadata Repository (MDR) platform in Clinical Trials, ensuring high availability and optimal performance for end users.
- Collaborated with development and database teams to analyze, resolve, and document complex metadata and integration issues across multiple environments.

App/Cloud Support Analyst

Accenture Solutions India | April 2019 - April 2025

- Results-oriented professional with extensive experience in managing eCommerce projects under Retail and leading a high-performing bank team overseeing payment gateways.
- Proven track record in effectively handling change requests and implementing GitHub code fixes.
- Proficient in Python automation, shell scripting, and adept at managing Python microservices.
- Skilled in testing and deploying code through GitHub Actions, with a focus on monitoring performance using Datadog/Kibana for eCommerce websites during UK/US shifts.
- Experienced in incident resolution and proficient in OpenSearch, Grafana Dashboards, Bosun, and AWS logs.
- Recognized for excellence with the APEX award for automation and three-time winner of the innovation contest.

EDUCATIONAL HISTORY

Sri Krishna College of Engineering and Technology

BE EEE - 2019

CGPA - 8.4%

CONTACT ME AT

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SKILLS SUMMARY

- Linux and Shell scripting
- Datadog, Kibana, Newrelic and OpenSearch
- Bosun
- Github Actions, ServiceNow, Confluence and Jira
- Groovy and Jenkins
- WCS - eCommerce
- Splunk ITSI
- Python
- AWS S3 and IBM DB2
- Mesos and Docker
- MDR

INNOVATIONS DONE

- Crash Control Camera
- Smart Irrigation
- Poisonous Gas Monitor App
- Python script to corrects customer data in WCS

HOBBIES

- Photography
- Wanderlust
- Novelist
- Innovator