

Kalyan

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PROFESSIONAL SUMMARY

Senior Production and Application Support Engineer with 7+ years of specialized experience managing mission-critical enterprise applications across financial services, healthcare, and payment systems. Expert in L2/L3 incident management, root cause analysis, and production environment optimization. Proven track record in minimizing downtime, ensuring SLA compliance, and implementing proactive monitoring solutions. Proficient in python/Linux environments, database administration, ITSM frameworks, and cloud technologies with extensive experience supporting high-availability payment processing systems and regulatory compliance standards.

TECHNICAL SKILLS

- **Operating Systems:** UNIX/Linux, Windows Server, Shell Scripting, System Administration
- **Database Technologies:** Oracle, SQL Server, MySQL, Sybase, Netezza, MongoDB, PL/SQL, Query Optimization
- **Monitoring & Analytics:** Splunk, AppDynamics, Dynatrace, New Relic, Prometheus, CloudWatch
- **ITSM & Collaboration:** Jira, ServiceNow, ITIL Framework, Incident Management, Change Management
- **Job Scheduling & ETL:** Autosys, Informatica, Business Objects, Batch Processing
- **Scripting & Automation:** Python, Bash, Shell Scripting, PL/SQL, JavaScript
- **Cloud & DevOps:** AWS (EC2, ECS, Lambda, S3, IAM, CloudWatch, RDS, SQS), Azure, Git, Jenkins, CI/CD Pipelines, Docker, Kubernetes, OpenShift
- **Networking & Security:** TCP/IP, DNS, VPN, Firewalls, FTP/SFTP, SSH, VPN Troubleshooting
- **Messaging & Integration:** RabbitMQ, Kafka, Apache Spark, REST APIs, Web Services
- **Payment Systems:** Transaction Processing, Authorization, Clearing, Settlement, Chargebacks, Fraud Prevention, PCI DSS Compliance
- **Additional Tools:** Ansible Automation Platform, Salesforce Sales & Service Cloud, Data Loader, IIS Web Services

PROFESSIONAL EXPERIENCE

Production Support Engineer, UBS, NJ

August 2022 - Present

- Provided 24/7 L2/L3 production support for Risk Management applications and Dynamic Statistical Data Store systems, ensuring 99.9% uptime for mission-critical financial operations.
- Monitored application performance and database health using AppDynamics, Splunk, and Dynatrace, configuring proactive alerts that reduced incident response time by 35%.
- Managed and troubleshooted Autosys batch jobs processing millions of daily transactions, ensuring timely execution and resolving failures within SLA timeframes.
- Coordinated infrastructure maintenance events including server patching and network upgrades, conducting comprehensive application health checks and QA signoffs with zero production incidents.
- Reduced average ticket resolution time by 20% through automated Python scripts for common production issues and data reconciliation tasks.
- Integrated and troubleshooted REST APIs across multiple upstream and downstream systems, maintaining 99.5% API availability and resolving connectivity issues promptly.
- Configured and maintained Splunk dashboards, New Relic alerts, and Dynatrace monitoring for real-time system visibility and proactive issue detection.
- Diagnosed and resolved complex connectivity issues involving DNS, VPN, firewalls, and message broker failures in RabbitMQ and Kafka environments.
- Managed application releases through Git and Jenkins CI/CD pipelines, implementing zero-downtime deployment strategies for critical production updates.
- Performed advanced database management including SQL query optimization, stored procedure development, and CRUD operations across SQL Server and Oracle databases.
- Developed and automated operational workflows using Python, Bash, and PL/SQL scripts, improving system efficiency and reducing manual interventions by 40%.
- Maintained AWS cloud infrastructure including IAM role configuration, S3 bucket management, and Lambda function monitoring using CloudWatch and AWS X-Ray.
- Supported payment transaction workflows including authorization, clearing, and settlement processes across internal financial systems with 100% SLA compliance.
- Resolved transaction and connectivity failures between payment interfaces, performing root cause analysis using Splunk and Dynatrace to identify patterns and prevent recurrence.
- Assisted in fraud alert investigations by analyzing suspicious transaction patterns and escalating findings to risk management teams for further action.
- Ensured all application configurations, patches, and deployments adhered to PCI DSS standards and corporate security guidelines.
- Maintained and configured multiple on-premises OpenShift clusters, supporting containerized application deployments and Kubernetes orchestration.

- Collaborated with development teams on application migration to container runtime environments, providing production support expertise throughout the transition.
- Led onboarding initiatives and developed comprehensive process documentation, training materials, and knowledge base articles for new team members.
- Managed secure file transfers using WinSCP, PuTTY, and OpenSSH, maintaining data integrity and security compliance.
- Escalated critical production incidents effectively, coordinating with cross-functional teams to prevent business disruptions and minimize impact.

Application Support Engineer

TIAA, NC

April 2020 - August 2022

- Managed L2/L3 application support responsibilities including ticket triage, root cause analysis, and escalation management for enterprise financial applications.
- Led complex data migration projects from Oracle to Netezza databases, developing comprehensive test cases and validating data integrity across millions of records.
- Utilized Oracle Enterprise Manager Cloud Control to monitor database performance, resource utilization, and identify anomalies requiring intervention.
- Investigated and resolved database errors, connectivity issues, performance degradation, and data corruption incidents within established SLA timeframes.
- Optimized SQL queries, database configurations, and indexing strategies, improving query performance by up to 60% for critical business reports.
- Implemented and managed database backup and recovery procedures using Oracle GoldenGate, ensuring data integrity and disaster recovery readiness.
- Enhanced ETL performance by replacing long-running batch jobs with optimized stored procedures in Netezza, reducing processing time by 45%.
- Performed comprehensive backend testing using PL/SQL scripts to verify database integrity, business logic accuracy, and data validation rules.
- Resolved production issues through detailed application data analysis, log investigation, and collaboration with development teams while maintaining strict SLA adherence.
- Automated repetitive operational tasks using shell scripting and UNIX commands, improving team productivity and reducing manual errors by 30%.
- Configured and managed Ansible Automation Platform's Automation Controller for infrastructure automation and configuration management across environments.
- Executed and monitored Autosys job schedules, verified Informatica ETL logs, and ensured accurate business data processing for financial reporting systems.
- Developed ad-hoc SQL scripts and reports for business stakeholders, sharing insights via SharePoint to support data-driven decision-making.
- Provided comprehensive UAT and production deployment support, analyzing job failures and coordinating with development teams for timely resolutions.
- Managed change requests in ServiceNow following ITIL best practices, implementing system updates and tracking configuration changes.
- Handled user queries related to database management, report generation, and job scheduling, providing technical guidance and timely solutions.
- Escalated complex job failures to Level 3 support teams, following up proactively to ensure resolution and prevent recurring issues.
- Developed detailed onboarding documentation and training materials, accelerating new hire productivity and standardizing support processes.
- Collaborated with project teams on major system migrations including HR system integration initiatives and legacy application modernization.
- Implemented troubleshooting best practices, testing procedures, and quality assurance standards to improve overall system reliability and stability.
- Monitored and optimized MySQL and SQL Server databases, executing complex SQL queries to support operational requirements and business analytics.
- Leveraged Splunk and log analysis tools to identify trends, patterns, and anomalies for proactive issue prevention and system optimization.

Production Support Analyst**Hanger Inc, Edison, NJ***May 2017 - December 2019*

- Provided proactive monitoring and L2/L3 production support for enterprise healthcare applications, preventing recurring incidents and maintaining 98% system uptime.
- Managed Salesforce Sales and Service Cloud environments, handling administrator configurations, role-based access management, and large-scale data migrations.
- Monitored database performance metrics including CPU utilization, memory consumption, and I/O operations, identifying and addressing potential bottlenecks proactively.
- Addressed database errors, connectivity failures, performance degradation, and data corruption issues with minimal business impact.
- Optimized SQL queries, database configurations, and indexing strategies to enhance overall database performance and reduce resource consumption.
- Utilized Salesforce Data Loader and Workbench for complex data imports, exports, and third-party system integrations.
- Provided L2/L3 production support for Salesforce Sales & Service Cloud applications across Dev, QA, UAT, and Production environments.
- Investigated and resolved complex Salesforce production incidents including Apex errors, integration failures, validation rule conflicts, workflow malfunctions, and data inconsistencies.
- Analyzed debug logs, event monitoring logs, and API callouts to troubleshoot performance bottlenecks and integration failures.
- Performed root cause analysis (RCA) for recurring Salesforce incidents and implemented permanent fixes to prevent reoccurrence.
- Supported Salesforce integrations with external systems via REST/SOAP APIs, resolving authentication failures, timeout issues, and data mapping errors.
- Managed Salesforce metadata deployments using CI/CD pipelines integrated with Git and Jenkins, ensuring controlled and zero-downtime releases.
- Validated deployment packages, resolved metadata conflicts, dependency issues, and profile permission mismatches before production releases.
- Coordinated release activities with development, QA, and infrastructure teams, ensuring adherence to ITIL Change Management processes.
- Troubleshoot real-time build and deployment failures, analyzing pipeline logs and resolving configuration issues to minimize business impact.
- Maintained version control strategies including branching, merge conflict resolution, and release tagging using Git.
- Monitored Salesforce application health using Splunk, Dynatrace, and AppDynamics, configuring alerts for API limits, CPU time, and transaction failures.
- Proactively identified performance degradation through dashboard analysis and resolved governor limit violations and long-running SOQL queries.
- Ensured 99.9% application availability by implementing proactive monitoring and preventive maintenance strategies.
- Managed incidents, problems, and change requests in ServiceNow following ITIL best practices.
- Participated in on-call rotation and weekend release deployments, ensuring timely resolution of P1/P2 incidents.
- Maintained comprehensive runbooks, release documentation, and troubleshooting guides for audit and compliance purposes.

Production Support Engineer**Humana, Louisville, KY***February 2016 - April 2017*

- Provided 24/7 on-call production support across Development, QA, Staging, and Production environments for critical healthcare applications.
- Managed system administration, troubleshooting, and maintenance activities using advanced UNIX commands and custom shell scripting solutions.
- Troubleshoot network connectivity issues related to TCP/IP protocols, FTP file transfers, and SSH connections to ensure reliable system communication.
- Coordinated major Sybase database upgrades and migrations from version 12.5 to 15.7 and 15.5 to 15.7 with zero data loss and minimal downtime.
- Handled end-to-end incident management including ticket logging, prioritization, tracking, and resolution using Jira ticketing system.
- Optimized IIS web server performance through configuration tuning, thread pool adjustments, and resource allocation improvements.
- Escalated complex unresolved issues to Tier 3 support teams and external vendors, ensuring timely resolution and proper documentation.
- Developed comprehensive internal documentation, troubleshooting guides, and training materials for knowledge retention and team enablement.

- Collaborated effectively with cross-functional teams including product management, engineering, QA, and support staff to deliver solutions.
- Managed defect tracking and issue resolution workflows, improving system efficiency and reducing mean time to resolution by 25%.
- Identified and implemented process improvements that streamlined internal operations and enhanced overall team productivity.
- Maintained strong vendor relationships and managed offshore team operations, ensuring consistent service delivery and issue resolution.

Production Support Analyst

Megha IT Solutions, Hyderabad, India

June 2014 - March 2015

- Analyzed application logs and system traces to diagnose production outages, collaborating with development teams for comprehensive root cause analysis.
- Resolved service disruptions by coordinating effectively with internal technical teams and external vendor support organizations.
- Provided batch job support including monitoring, troubleshooting failures, reprocessing, and participating in on-call rotation schedules.
- Performed proactive health checks on applications, Sybase databases, and Linux infrastructure to identify potential issues before impact.
- Ensured timely delivery of critical outgoing data feeds to business partners, maintaining 100% SLA compliance for time-sensitive transmissions.
- Supported database and infrastructure upgrades, contributing technical expertise to Business Continuity Planning initiatives.
- Optimized batch job performance through code reviews and process improvements, reducing execution time by 30% for key business processes.
- Executed complex SQL queries for data extraction, validation, and ad-hoc reporting to support business and technical requirements.
- Resolved deployment issues in UAT and Production environments, coordinating with development teams for smooth implementation and rollback procedures.
- Assessed client technical requirements and provided effective solutions aligned with business objectives and system capabilities.

EDUCATION

Master of Science in Information Technology

Northwestern Polytechnic University, Fremont, CA | 2016

Bachelor of Technology in Information Technology

Jawaharlal Nehru Technological University, Hyderabad, India | 2014

CERTIFICATES & PROFESSIONAL DEVELOPMENT

- ITIL Foundation (Service Management Framework)
- AWS Certified Solutions Architect (in progress)
- Production Support Best Practices
- Payment Systems and PCI DSS Compliance Training

ADDITIONAL INFORMATION

Availability: Immediate

Location Preference: Open to Remote, Hybrid, and Onsite opportunities

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