

Karthik Talla

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Professional Summary:

Senior Technical Support Engineer with 7 years of experience owning complex L2/L3 production issues for enterprise SaaS support operations and eCommerce platforms. Known for reducing resolution time and improving incident quality through AI-assisted triage, thorough investigation, and strong escalation ownership. Regularly trusted by enterprise customers to lead critical calls, technical deep-dives, and mitigation planning, while working closely with Engineering, DevOps, and Product teams to prevent repeat issues, reduce churn risk, and improve long-term platform reliability.

Technical Stack:

AI-assisted support tooling, LLM-powered ticket triage, first-response automation, workflow automation (n8n), event-driven automation, AWS, Google Cloud Platform (GCP), cloud logging, DataDog, log-based observability, API logs, Snowflake, Zendesk, REST APIs, webhook, SDK integrations, SQL analytics, Python, Flask applications, JavaScript services, DevOps collaboration, Jira, ITIL-based incident management, enterprise SaaS platforms, eCommerce systems, high-availability production environments.

Technical Skills:

Incident triage (AI-assisted), first-response automation, workflow automation (n8n), L2/L3 incident management, production troubleshooting, root cause analysis (RCA), log investigation, cloud observability (DataDog, GCP Logging), API debugging, REST integrations, webhook validation, SDK integration support, SQL querying (Snowflake), data validation, Python scripting and automation, escalation management, runbooks and troubleshooting documentation, post-incident reviews, proactive monitoring, enterprise customer support, technical demos and customer walkthroughs, churn risk mitigation, cross-functional collaboration (Engineering, DevOps, Product), HTML, CSS, JavaScript troubleshooting.

Certifications:

Microsoft: Introduction to Programming Using Python

Achievements:

- Implemented AI automation in support workflows.
- Consolidated global knowledge base reducing engineering load.
- Automated Data Compliance (PII) through Zendesk API.

Experience:

Narvar

Senior Technical Support Engineer: (Feb 2022 - Jan 2026)

- Served as L2/L3 technical owner and primary technical lead for global enterprise eCommerce customers, supporting high-traffic post-purchase and returns platforms under strict SLA, uptime, and CSAT expectations.
- Led the implementation and adoption of AI-assisted first-response workflows (Torvalds AI), improving ticket triage accuracy, reducing initial response time, and accelerating overall resolution for complex incidents.
- Acted as a technical escalation point and senior decision-maker, guiding junior engineers during active incidents and driving issues to resolution without unnecessary engineering escalations.
- Designed and standardised structured ticket documentation and investigation summaries, ensuring every case clearly captured context, root cause, remediation steps, and follow-up actions, significantly improving knowledge reuse and cross-team handoffs.
- Performed advanced production troubleshooting using GCP Cloud Logging, DataDog, Snowflake, API logs, and SQL analysis to identify performance bottlenecks, data mismatches, and integration failures.
- Owned and resolved complex REST API, webhook, and Shopify Plus integration issues, collaborating directly with Engineering and DevOps teams through Jira to drive permanent fixes.
- Led enterprise customer calls, technical deep-dives, and product demos, translating complex system behaviour into clear business impact and mitigation strategies to reduce churn risk.
- Proactively identified recurring production issues through log analysis and root cause analysis (RCA), influencing long-term platform stability and reliability improvements.
- Supported and monitored production services built with Python and JavaScript, ensuring availability, scalability, and operational resilience.
- Partnered closely with Product, Customer Success, and Engineering teams to assess technical risk, influence roadmap prioritizations, and retain high-value enterprise customers.
- Improved incident response playbook, alerting strategies, and monitoring visibility, contributing to overall operational excellence and reduced repeat incidents.

DIGEE IT NETWORKS

Technical Support Engineer: (Oct 2020 - Feb 2022)

- Monitored and supported web applications built with Python, Flask, and JavaScript, ensuring high availability.
- Handled customer-reported issues, performed root cause analysis and coordinated with engineering for timely resolutions.
- Collaborated with product managers and UX teams to ensure smooth deployment and performance of new product features.

Diebold Nixdorf

Technical Support Engineer: (Oct 2019 - Oct 2020)

Tech Mahindra

Technical Support: (Oct 2017 - Oct 2019)

Education

Bachelor Of Engineering - B Tech Computer Science