karthiksivt@gmail.com

6305731657

Hyderabad, Telangana 500040

Karthik Talla

Skills

Incident management and root cause analysis
Application debugging and bug tracking
Customer relationship management
Training material development
Technical support and solutions
JIRA and log analysis
SLA and SaaS support
API debugging and automation
Data monitoring with DataDog
GCP logging and Snowflake management
Zendesk and Shopify Plus support
Returns management strategies
CCPA compliance expertise
HTML, and CSS
Languages, Platforms And Tools
Python
JavaScript
SQL and MJML
N8n and Zapier integrations
Postman API
SDK integration expertise
GCP, AWS, DataDog, Zendesk, Servicenow

Education

Bachelor Of Engineering - BE:
Information Technology
Progressive Engineering College
Hyderabad

Certifications & Licenses

Microsoft: Introduction to Programming Using Python

Professional Summary

Senior Technical Support Engineer with 6+ years of experience supporting enterprise SaaS platforms and production systems. Expertise in L2/L3 incident management, root cause analysis, API integrations, and cloud-based platform troubleshooting. Hands-on experience with Python automation, REST APIs, SQL, and monitoring/logging tools in SLA-driven environments. Proven collaborator with Engineering, DevOps, and Product teams to deliver scalable solutions and reliable customer outcomes. Ownership-driven professional focused on system reliability, operational excellence, and customer success.

Experience

Narvar - Technical Support Engineer - Level 2
Hyderabad, Telangana
02/2022 - 01/2026

- Delivered advanced technical support for global eCommerce and shopify Plus retailers to ensure seamless post-purchase operations
- Troubleshoot Shopify returns, Order APIs,CCPA workflows and complex UI/API issues while maintaining 99% SLA compliance.
- Conducted root-cause analysis with snowflake,DataDog, Retool and Splunk to identify and resolve issues.
- Collaborated with engineering teams through JIRA for effective issue prioritisation and resolution.

DIGEE IT NETWORKS - Support Engineer
Hyderabad, Telangana
10/2020 - 02/2022

- Monitored and supported web applications built with Python, Django, 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 - Support Engineer
Hyderabad, Telangana
10/2019 - 10/2020

Tech Mahindra - Technical Support
Hyderabad, Telangana
10/2017 - 10/2019