

J E E S M E R I N N E L L I C K A L T E D E U S

Technology Analyst

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Motivated and solutions-driven professional with 6+ years of expertise in Palantir Foundry, complemented by a solid educational and professional background in Information Technology and a proven track record of working on big data solutions, end-to-end software development lifecycle, accomplishing mission critical projects, real-world solutions, delivering customer centric solutions and accelerating cloud digital transformations.

Key strengths include:

- Collaborating seamlessly with cross-functional teams.
- Rapid adaptation and strong commitment to learning.
- Passion for fostering innovative, collaborative cultures.
- Customer-centric approach, communication, and flexibility.
- Prioritizing developments and optimizing platform efficiency.
- Good team player with strong troubleshooting and problem-solving skills.

SKILLS

- **PRODUCT:** Agile, Communication, Data Analysis, Research, Innovation, Ideation, Mentoring, Process Improvement, Critical Thinking
- **TECHNICAL:** Palantir Foundry (Quiver, Contour, Slate, Code Workbook, Code Repositories, Data Connection, Data Lineage, Fusion, Foundry Forms, Ontology), Python, PySpark, Power Shell, JavaScript, Microsoft Azure- Azure DevOps, Azure App Services, Log Analytics and Application Insights, Storage Explorer, Blob storages, Managed Identities, Azure SQL, Oracle Database, SQL, Python, C, C++, .NET, ServiceNow, OSI PI, Splunk, Microsoft 365, Pandas

PROFESSIONAL EXPERIENCE

Infosys Limited, London • Technology Analyst

07/2022 - Present

- Works as a contractor for BP plc, a leading multinational Oil and Gas Company headquartered in London.
- Contributed to BP's **digital transformation** and innovation sphere with a wide range of high value and real-world solutions covering IT applications and infrastructure.
- Developed, maintained and managed product releases to users across global refineries using **Palantir Foundry** tools
- Performed research and analysis for implementing enhancements to existing applications as part of **continuous improvement** of processes and tools.
- Managed timely version upgrades of code repos in a data pipeline and ensure the data correctness in the system.
- **Collaborated** with platform teams, product owner, solution architects and business stakeholders to elicit the requirements, choose and build the right tech stack, plan and estimate work for timely deployments.
- **Uncovered** and **presented key insights** of application use cases to users and help them adapt to the digital tools that improves decision making process around real time data

- Received feedback from product owner and users for delivering **outstanding customer support** and **enhancing the user experience** - proactively monitored the customer reported issues and their timely resolution.
- **Educated** and **assisted** DevOps team and users as product expert for Palantir Foundry platform.
- **Led** the development of several proof of concepts, from identifying the user requirements, platform capabilities and external dependencies to workload balancing

Infosys Limited, Mysore, India • Senior Systems Engineer

09/2019 - 07/2022

- Provided **day to day operations support** – created new data pipelines and customer workflows, built health metrics and automated alerts, troubleshooted and fixed bugs in pipelines and products
- Identified relevant datasets through deep **engagement with customer problems** and workflows, and integrated the data into a stable and extensible pipeline.
- Ensured incoming support requests are reviewed and triaged accurately within the agreed SLAs and documentation of root cause analyses.
- **Troubleshooted** and resolved over **200+** customer reported issues
- Created user guides, internal **documentation** and resources for effective resolution of issues and user training
- **Automated** and **optimized** the daily system health checks using **Azure Log Analytics and Application Insights**.
- Developed an alerting system that helped track the real time data outage on Foundry platform.
- Collaborated with **cross-functional** teams, product managers and scrum master using **Azure DevOps** to launch new features and fix bugs.
- Coordinated with external vendor teams to improve the deep linking infrastructure integrations within the application for new product features and transitions.
- Performed Security and Compliance checks for systems, VM management and patch updates using **Azure Update Management**

Infosys Limited, Mysore, India • Systems Engineer

12/2016 - 08/2019

Worked as Junior Developer for a leading global logistics provider of cutting-edge supply chain solutions based out of US

- Streamlined the process of defect tracking, performed **root cause analysis**, code debugging and remediation, functionality enhancements as part of the daily BAU activities.

Worked as an Application Support Engineer for BP

- Processed customer requests for data archival and retrieval using **Azure Blob storage** and **SQL**.

CERTIFICATIONS

- AZ-104: Microsoft Azure Administrator
- SC-900: Microsoft Security, Compliance and Identity Fundamentals
- AZ-900: Microsoft Azure Fundamentals
- DP-900: Microsoft Azure Data Fundamentals
- Palantir Certification – Foundry Foundations
- Global Agile Developer Certification

EDUCATION

Bachelor of Computer Application • Mahatma Gandhi University, India

2013 - 2016