

# Satya Narayana Puvvadi

## Application Support Engineer

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### Profile

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*Experienced, a passionate learner who aims to work in a challenging and dynamic environment and to keep adding value to the organization that I represent and serve, while also concurrently upgrading my skills and knowledge..*

### Professional Experience -2 Year 1 Month

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#### Application Support Enginner, Jigya Software Services Pvt Ltd

11/2021 – present | Hyderabad, India

Employed by Client Xylem Inc (Project: Sensus), where I contributed to the remote management of products responsible for collecting data and facilitating billing for investor-owned utilities, cooperatives, and municipalities, all contingent on the consumption of Gas, Water, and Electricity.

- Incorporating multiple checks into the application to guarantee a smooth delivery to end-users.
- Overseeing dashboards to monitor and maintain quality control.
- As a core function of the position, I will be responsible for analyzing, and diagnosing complex technical issues.
- Supporting on-call alerts as well as keeping the client informed at all times.Engaging with clients to resolve issues and address software-related inquiries.
- Troubleshooting and resolving intricate system issues, encompassing performance problems and network connectivity challenges.Providing comprehensive technical assistance to customers.
- Monitoring, detecting, and addressing issues of varying complexity and scope while troubleshooting problematic areas as necessary.
- Maintaining oversight of scheduler's Background Jobs, promptly addressing any issues, and taking appropriate actions in the event of a failure.
- Cooperating with other teams within the service, network, and facilities departments.
- Leveraging scripts to assess the health of all environments.
- Analyzing various log files associated with startup and restart procedures to identify errors.
- Ensuring the meticulous implementation of production changes/releases, thereby securing the process's success.
- Escalating emails to different internal groups and ensuring their timely resolution, while maintaining clear and effective communication through phone calls to address issues.
- Providing swift response and resolution for production support within minimal time frames, and upholding SLA and SOP compliance.
- Contributing to Cyber-ark Privileged Access Security initiatives.
- Guiding and facilitating the knowledge transfer process for new team members.
- Ensure production servers and services are highly available 24/7 and participate in on-call support rotation as and when required.
- Adapts to competing demands and shifting priorities

## Security Analyst, iCompaas

04/2021 – 06/2021 | Hyderabad, India

- In my role as a Security Analyst, I was deeply involved in penetration testing and various security-related activities.
- I have hands-on expertise in Vulnerability Analysis and Penetration Testing, utilizing a range of tools and software.
- My experience extends to the utilization of various VAPT tools, including Burp Suite Pro, Nmap, and Wireshark.
- I possess knowledge of AWS cloud services, encompassing EC2, IAM, VPC, CloudWatch, CloudTrail, S3, ELBs, CloudFormation, and key management services.
- Throughout my work, I actively contributed to the creation of Troubleshooting Pages addressing various compliance issues.
- I have a firm grasp of compliance standards, having worked on CIS, SOC2, and HIPAA Compliance.
- My experience also extends to using Atlassian tools like Jira, Confluence, and Trello, as well as collaborating through platforms such as Slack.

## Online Ordering - Intern, Zomato

05/2019 – 08/2019 | Gadwal, India

- In this role, I will be tasked with overseeing the end-to-end processes of sourcing, onboarding, and training the Zomato team.
- Within the initial three months of the program, we successfully launched operations in Gadwal, Dharmavaram, and Guntakal.
- Part of my duties will involve recruiting, supervising, and onboarding delivery executives, in addition to providing them with training.
- I will also be responsible for the seamless coordination and validation of KYC (Know Your Customer) processes.
- This role will encompass lead generation, outbound calling, regular payment verification, and addressing any payment-related concerns.

## Intern, officepulse

05/2018 – 06/2018 | Bengaluru, India

- Participated in the preparation of a catalog for a number of companies
- Raising purchase orders and processing the orders that have been received
- The planning and execution of daily deliveries as well as ensuring that standard fulfilment rates are met
- Assume full responsibility for all aspects of warehouse operations as well as administration.
- Ensure that all warehouse operations are monitored on a daily basis

## Skills

### Amazon Web Services-(AWS)

EC2, IAM, VPC, cloud watch, cloud trail, S3, ELBs, cloud formation, and key management services.

### Devops

Git, Jenkins, Maven, Docker, Nginx, SonarCube, Chef Red Hat Linux, Windows.

## Languages

• English

• Telugu

• Hindi

## Certificates

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- Ankit Fadia Certified  
Ethical Hacking  
(AFCEH)
- AWS Cloud Practitioner  
Essentials

## Personal Information:

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Father's Name : P. VenkataSubbaiah

Date of Birth : 1st June 1993

Languages Known : Telugu, Hindi and English

Hobbies : Internet Surfing and Traveling

Marital Status : Single

Permanent Address :79-143b, Krishna Nagar,Kurnool, AP, India – 518002.

## Declaration

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I hereby declare that the above-furnished details are authentic to the best of my knowledge.

**P SatyaNarayana**  
**Hyderabad**