

Phani Raghavendra Nandigam

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CAREER OBJECTIVE

To be an indispensable contributor and grow along with the organization by being part of a diverse, high-performance, problem-solving team which ensures that the deliverables are always met.

TECHNICAL SKILLS

- Programming Languages:
 - Python
 - Familiarity in Java
- Database Language:
 - SQL
- Cloud
 - Amazon Web Services (AWS)
- Basic knowledge on the following DevOps tools
 - Git and GitHub
 - Jenkins
 - Docker
 - Puppet
- Other useful tools
 - Ticketing: Fresh service, Zendesk and JIRA
 - API: Postman and Talend API tester

WORK EXPERIENCE

- I have total 6+ years of experience

[MoEngage \(October 2021 - Current\)](#)

- Currently working in MoEngage as a Senior Solutions Engineer
- MoEngage is a customer engagement platform
- Key Responsibilities
 - Handling incident tickets and follow-up until closure as per Standard Operational Procedure
 - Troubleshoot failures and determine best course of action.
 - Recognize both basic and advanced problems, conduct research, provide resolutions and follow up with customers as needed, escalating more complex cases to the appropriate team
 - Stay current on all key support topics, including product knowledge and

required technical and soft skills

- Troubleshoot the issue and articulate them verbally and in written form to the clients
- Consult with programmers to explain software errors or to recommend changes to programs
- Documenting all operational activities (Known Error Database, Reports, Troubleshooting Steps, Operation Manual, Important Mail Communications)
- Communicate technical information to non-technical audiences through easy-to-understand instructions, presentations, and remote access demonstrations.
- Help clients with API setup
- Helping clients with the data requests
- Strong oral and written communication skills

VISTA EQUITY PARTNERS (June 2018 – September 2021)

EAGLEVIEW

Production Support Engineer 2.

- Worked in Eagleview for 2.5 years
- Key Responsibilities are as follows
 - Handling Tickets
 - Manage production alerts and take necessary action as per the runbook
 - Monitoring product related services
 - Monitoring health checks of EC2 Instances
 - Disk space issues
 - Registering and Deregistering the instances to the target groups in AWS
 - Internal stakeholder communications with respect to the daily production cycles
- Worked on multiple products.
- Mainly concentrated on Integrations project - REST API calls.
 - Interface with our partners to talk about technical concepts, and explain how API works
 - Help our partners complete validation with the help of a pre-go-live checklist for integrations
 - Create technical documents (sample code) to show partners how to implement best practices
 - Constantly provide feedback to internal teams to improve engineering standards
- Worked on Amazon Web Services
 - Spinning up new instances
 - Deregistering and Registering instances to Target Groups
 - Hosting a static site in S3 bucket
 - Monitoring the Health checks and the response time

APTEAN

Customer Success Analyst

- Worked in Aptean for 8 months.
- In Aptean I worked as Customer Success Analyst where I am supposed to troubleshoot the issues which are raised by customer.
- Worked for a Product called “Knova”, it’s a knowledgebase management system
- A separate Entity was formed in the name of Avolin and it was sold
- We have been moved to Eagleview

PERSONAL INFORMATION

Name	:	Nandigam Phani Raghavendra
Date of Birth	:	09 th December 1994
Gender	:	Male
Languages	:	English, Telugu, Kannada, Hindi.
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