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:
  - Familiarity in Java
- Database Language:
  - SQL
- Amazon Web Services (AWS)
  - Familiar with the following AWS terminology.
  - Compute, Storage, Databases, Data Management, Migration, Networking, Monitoring, Security, Notification.
- 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 4.4 years of experience

MoEngage (October 2021 - Current)

- Currently working in MoEngage as a Senior Solutions Engineer
- MoEngage is a customer engagement platform
- It's all about sending notifications using various channels (Push, In-Apps, OSM, Emails, SMS)
- 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
- o Troubleshoot the issue and articulate them verbally and in written form to the clients
- o Consult with programmers to explain software errors or to recommend changes to programs
- o Documenting all operational activities (Known Error Database, Reports, Troubleshooting Steps, Operation Manual, Important Mail Communications)
- o Strong oral and written communication skills

VISTA EQUITY PARTNERS (June 2018 – September 2021)

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

APTEAN
- 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.
- One of the key responsibilities is to solve the issues which customer is facing and documenting them.

- Later our product was sold, and we were moved to Eagleview.

EDUCATION

Exam/Degree	Year	Academic Institution	University /Board	Percentage
B.E(CSE)	2016	Bapuji Institute of Engineering and Technology.	VTU University	61%
PUC	2012	Vishwachetana Pre University College, Davanagere.	Karnataka State Board	78.50%
10th	2010	Vishwachetana vidyaniketana, Davanagere.	Karnataka State Board	77.76%

PERSONAL INFORMATION

Name : Nandigam Phani Raghavendra

Date of Birth : 09th December 1994

Gender : Male

Languages : English, Telugu, Kannada, Hindi.

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