Phani Raghavendra Nandigam

PROFILE

Solutions Engineer with close to 6 years of Experience with a strong focus on Python, APIs, and Customer Management

CONTACT

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Raichur, Karnataka

SKILLS

Python
API
Unix
Basics of Java
Basics of Cloud
Basics of DevOps
Customer Management

LANGUAGES

English
Telugu
Kannada
Hindi

WORK EXPERIENCE

MoEngage [Senior Solutions Engineer]
October 2021– Till Date
- MoEngage is a customer engagement platform.
- Responsibilities include handling incident tickets, troubleshooting failures, staying current on support topics, consulting with programmers, documenting operational activities, and strong communication skills.
- Communicated technical information to non-technical audiences through easy-to-understand instructions, presentations, and remote access demonstrations.
- Worked on the API
- Worked on Python
- Stay current on all key support topics, including product knowledge and
- required technical and soft skills.

Vista Equity Partners
June 2018–October 2021

Aptean [Associate Customer Success Analyst]
- 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.
- The company formed a new entity and was transferred to APSAP Software Services
- Later the company was sold, and all the employees of this entity were moved to EagleView

EagleView [Production Support Engineer - 2]
- Worked as Production Support Engineer 2.
- Worked on Cloud:
- 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
- Worked on Integrations project - REST API calls.

EDUCATION

Bapuji Institute of Engineering and Technology
2012 - 2016
Computer Science