

**Phani Raghavendra Nandigam**

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Senior Solutions Engineer with 6+ years of experience in helping customers setting up the API calls, Automating manual task with the help of Python, handling AWS environment, Data requests and Customer Escalations.

## TECHINICAL SKILLS

- Programming Languages
  - Python
  - Basic Java
- Database
  - SQL
- Cloud
  - Amazon Web Services (AWS)
- DevOps Tools
  - Git and GitHub
  - Jenkins
  - Docker
- Others
  - 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 which is a custom engagement platform as a Senior Solutions Engineer
- 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
- Automating manual task with the help of Python

### VISTA EQUITY PARTNERS (June 2018 – September 2021)

#### EAGLEVIEW

- Worked as a Production Support Engineer 2 for close to 3 years.
- Key Responsibilities:
  - Worked on AWS Environment.
    - Manage production alerts, Monitoring product related services, Monitoring health checks of EC2 Instances, Disk space issues
    - Spinning up new instances
    - Registering and Deregistering the instances to the target groups in AWS
    - Hosting a static site in S3 bucket
  - Worked as an Integration Engineer

- 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

### APTEAN

- Worked as a Customer Success Analyst for 8 months
- Key responsibilities was to troubleshoot the issues 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 We have been moved to Eagleview

### **PERSONAL INFORMATION**

Name : Phani Raghavendra Nandigam

Gander : Male

Languages : English, Telugu, Kannada, Hindi.

Location : Raichur, Karnataka