**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 INFOMATION**

Name : Phani Raghavendra Nandigam

Gander : Male

Languages : English, Telugu, Kannada, Hindi.

Location : Raichur, Karnataka