**Phani Raghavendra Nandigam Mobile:** +91-9964437999

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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.

## 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
* 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 : 09th December 1994

Gender : Male

Languages : English, Telugu, Kannada, Hindi.

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