

POSA VENKATA AKHIL

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CAREER OBJECTIVE

Production Support Engineer with 3+ years of experience in AWS cloud infrastructure, incident management, and application troubleshooting. Seeking to contribute technical expertise in maintaining high-availability systems, implementing monitoring solutions, and ensuring reliable performance of mission-critical applications in healthcare and financial domains.

PROFESSIONAL SUMMARY

- Production Support Engineer with 3+ years of experience supporting mission-critical applications in healthcare and financial domains
- Proven expertise in incident management, root cause analysis, and maintaining high availability of AWS cloud infrastructure
- Skilled in monitoring and troubleshooting using Grafana, Dynatrace, Kibana, and AWS CloudWatch for real-time observability
- Hands-on experience with Docker, Kubernetes (EKS), and Jenkins CI/CD pipelines for deployment and environment stability
- Strong knowledge of ITIL processes, ServiceNow ticketing, and compliance standards including HIPAA and PCI-DSS
- Excellent collaborator working closely with Development, DevOps, and cross-functional teams to ensure system reliability

TECHNICAL SKILLS

Operating Systems: Linux

Cloud Platforms: AWS (EC2, EBS, S3, RDS, EKS, CloudWatch)

Monitoring & Observability: Grafana, Kibana, Dynatrace, AWS CloudWatch, PagerDuty

Containers & CI/CD: Docker, Kubernetes (EKS), Jenkins

ITSM & Collaboration: ServiceNow, Jira, Confluence

APIs & Web: REST APIs, HTTP status troubleshooting, Postman

Database: SQL, AWS RDS

Processes: Incident Management, Problem Management, RCA, ITIL

Networking: TCP/IP, DNS, HTTP/HTTPS

PROFESSIONAL EXPERIENCE

HCA Healthcare

Production Support Engineer

Hyderabad, India

Feb 2025 – Present

Payments Platform (Web & Mobile)

- Provided L2 production support for healthcare payment applications across web and mobile platforms, ensuring secure and uninterrupted patient billing and payment processing.
- Monitored application health and payment transaction flows using AWS CloudWatch, Grafana, Kibana, Dynatrace and PagerDuty, responding promptly to P1/P2 incidents.
- Investigated and resolved production issues across APIs, databases, Linux servers, AWS services and payment gateways, ensuring minimal business and revenue impact.

- Used ServiceNow and Jira to manage incidents, service requests, problem tickets and change records, ensuring ITIL-aligned support operations.
- Performed Root Cause Analysis (RCA) for recurring payment, transaction and performance issues and implemented preventive remediation actions.
- Supported deployments and environment stability using Jenkins CI/CD, AWS EC2, EKS and Docker containers.
- Analysed logs and application behaviour using CloudWatch Logs, Kibana and Dynatrace to troubleshoot failures, latency, HTTP 4xx/5xx errors and timeout issues.
- Worked extensively with REST APIs in Postman, validating integrations across billing systems, insurance processors and payment gateways.
- Utilised AWS services including EC2, S3, EBS and RDS for infrastructure troubleshooting and data validation.
- Ensured payment data integrity and compliance alignment, supporting HIPAA and PCI-DSS-based operational standards.
- Collaborated closely with Development, DevOps, QA, Product and Vendor teams to drive issue resolution and release stability.
- Managed SQL queries and RDS database checks to validate transactions, reporting mismatches and reconciliation issues.
- Created and maintained runbooks, SOPs, RCA reports and knowledge articles in Confluence to improve support capability and onboarding effectiveness.
- Supported incident communication and stakeholder updates, ensuring transparency during major incidents and planned changes.
- Proactively monitored capacity, performance and availability trends to prevent outages and user impact.
- Supported OS and application patching activities including pre-checks, coordination with infra teams and post-patch validation.
- Verified application stability post-patch, including health checks, API validation and service restart checks.
- Supported security vulnerability remediation through scheduled patch cycles.
- Participated in Change Management approvals and risk assessment for patch deployments.
- Monitored systems post-patch to ensure performance and availability.

Wipro Technologies
Project Engineer

Bangalore, India
May 2022 – Present

Client: USAA – Financial Services

- Provided L2 Production Support for financial applications ensuring availability, stability and secure operations.
- Supported Linux-hosted applications including log analysis, service troubleshooting and performance investigation.
- Managed incidents, service requests and problem records using ServiceNow and Jira within an ITIL environment.
- Monitored live environments using AWS CloudWatch, Grafana, Dynatrace and Kibana — responding to alerts raised via PagerDuty.
- Supported AWS infrastructure including EC2, EBS, S3, EKS and RDS databases.
- Performed Root Cause Analysis (RCA) for recurring issues and implemented preventative measures.
- Troubleshot REST APIs using Postman including payload validation and HTTP status code diagnostics.
- Resolved HTTP 4xx/5xx errors, authentication failures, latency and timeout issues.
- Supported deployment and release activities using Jenkins with post-deployment verification.
- Worked with Docker and EKS for application deployment and runtime troubleshooting.
- Used SQL to investigate data consistency and user-reported issues.
- Collaborated with Development and DevOps teams to resolve production incidents.

- Maintained SOPs, knowledge base documentation and RCA reports in Confluence.
- Ensured proactive monitoring and incident prevention improving platform reliability.
- Supported Linux OS patching cycles, including server availability validation and log monitoring post-patch.
- Assisted in application patch deployments and hotfix rollouts.
- Conducted post-patch application sanity checks, including login, API flow and functionality checks.
- Raised and managed Change Requests (CRs) in alignment with compliance and change governance.
- Monitored system stability post-patch and reported deviations.

EDUCATION

K.S.R.M College of Engineering <i>B.Tech in Computer Science and Engineering</i> Andhra Pradesh, India	2022
Narayana Junior College <i>12th Standard</i> Andhra Pradesh, India	2017
Nagarjuna Model School <i>10th Standard</i> Andhra Pradesh, India	2015