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 — Hyderabad, India
Production Support Engineer — *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   Bangalore, India
Project Engineer   *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 2022
B.Tech in Computer Science and Engineering
Andhra Pradesh, India

Narayana Junior College 2017
12th Standard
Andhra Pradesh, India

Nagarjuna Model School 2015
10th Standard
Andhra Pradesh, India