BHEEMUNI **KEERTHIVEER**

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OBJECTIVE

Seasoned EDI Support Analyst with a proven track record at Kintetsu World Express, enhancing user satisfaction through expert resolution of complex EDI issues and efficient implementation of new systems. Skilled in SLA compliance and fostering team collaboration, I excel in driving technological solutions that meet and exceed business needs.

SKILLS

- EDI system user support ⬜ Jira and confluence
- Security protocols (As2,FTP,SFTP) ⬜ VNC Console
- EDI transaction monitoring (Axway B2bi) ⬜ Documentation and Sentinel) ⬜ SQL (Basics) reporting ⬜ SLA compliance (Axway

PROFESSIONAL EXPERIENCE

08/2023 – 07/2025   **EDI Support Analyst - L2**
Kintetsu World Express - Hyderabad

- Provide Level 2 support for EDI processes, resolving complex issues for internal employees and customers
- Manage user-reported map queries and ensure timely resolutions, enhancing overall user satisfaction

  System Management and Support:
- Configuring and managing Axway SecureTransport and CFT for secure file transfer solutions.
- Providing 24/7 support for incident and change management, troubleshooting EDI transactions, and resolving production issues.
- Performing routine maintenance and upgrades on Axway systems
- Assessed customer needs by analyzing their current business process flows and recommending appropriate solutions based on those needs.
- Assisted in the implementation of new EDI systems and software applications.
- Built, maintained and troubleshot electronic data interchange customer maps.
- Hands-on knowledge of Axway B2Bi, API Gateway, SecureTransport, and CFT.
- Configured and tested data transmission links between trading partners.
- Monitored records and files transmissions to customers to ensure smooth and error-free deliveries.
- Maintained an up-to-date knowledge base of applicable laws, regulations, trends, and best practices related to EDI technology.

01/2022 - 07/2023   **Support Analyst**
Microzant Technologies - Hyderabad, 500032

- Collaborated with cross-functional teams to improve support processes and enhance service delivery

- Responded to phone and email questions and concerns, resolving many issues daily.
- Documented internal processes and support procedures and compiled information into manuals for use in new hire training.
- Axway API Gateway : Experience with B2B integrations involving Axway API Gateway.
- Monitored server event logs to identify and resolve performance and security issues.
- Answered user inquiries to resolve computer software or hardware operation problems.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Monitored network performance, ensuring systems are functioning properly and responding in a timely manner.

EDUCATION

B.Tech: Petroleum Technology
Aditya College of Engineering - Surampalem
GPA: 66.40%

Diploma: Petroleum Technology
Aditya Polytechnic College - Surampalem GPA:
75.58%

DISCLAIMER

I hereby declare that the information provided is accurate to the best of my knowledge.], B. Keerthiveer.

LANGUAGES

- Telugu, Native
- English, Professional Proficiency

ACTIVITIES AND HONORS

- NCC

LANGUAGES

Telugu: First Language

English:	C1	**Hindi:**	B2
Advanced (C1)		Upper Intermediate (B2)	