Shivacharan Vangala

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SUMMARY

Dedicated and results-driven **Technical Support Engineer** with extensive experience in cloud infrastructure, incident management, and technical support. Adept at optimizing monitoring and alerting strategies, improving driving processes, and leading cross-functional teams to enhance operational efficiency. Proven ability to resolve complex technical issues and provide proactive solutions to minimize downtime and enhance system reliability.

EDUCATION

Aurora's Engineering college   Hyderabad
Bachelor of Technology (B. Tech) in Electronics and Communication Engineering.   Jun 2020

SKILLS

- **Certifications:** CISCO NETCAD NDG Linux Unhatched, Linux Administration Essentials by Cisco, AWS Certified Cloud Practitioner (CLF-C02) and MySQL Certification from Solo Learn.
- **Cloud Platforms:** AWS and GCP
- **Database:** MySQL (SQL queries, integrations, query optimization)
- **Cloud Networking & Security:** Basic of VPCs, Security Groups, VPNs, TCP/IP, UDP, DNS, NAT, nslookup and Ping and traceroute
- **Linux:** Performance analysis, debugging, system administration
- **Cloud Automation and DevOps**: Kubernetes, Docker, Git, GitHub, CI/CD pipelines (Jenkins).
- **CRM Tools:** ServiceNow, JIRA, Confluence for managing customer assets, issues, tickets, and related records
- **Remote Desktop Tools:** Axeda, Secure CRT/FX, MobaXterm, PuTTY, TeamViewer, AnyDesk.
- **Incident & Problem Management:** Incident triaging, root cause analysis, preventive actions
- **Technical Writing & Knowledge Management:** Creating and maintaining Knowledge Base articles

WORK EXPERIENCE

Change Control Service Associate   Aug 2022 – Till Date
Teradata India Pvt Ltd   Hyderabad

- Managed and supported Teradata as a Service environment on AWS, Azure, and GCP, achieving 99.9% availability and optimal infrastructure performance for global customers.
- Performed Linux system administration tasks to ensure stability and performance, including OS patching, version upgrades, and maintenance of deployed production environments.
- Improved platform stability by reducing downtime 40% via enhanced change management, scripted validations, and proactive risk controls in production and staging environments.
- Managed data migration and upgrades for Viewpoint, Data Mover, and BAR, preserving 99.9% data integrity and boosting performance by 15%.
- Built and maintained Jenkins automation pipelines for change orchestration, accelerating delivery by 30% and strengthening audit compliance.
- Led and completed database version deployments for customer environments, ensuring smooth major, minor, patch, and eFix upgrades with minimal downtime.
- Executed firmware upgrades as part of system upgrade cycles and hardware component replacement activities, ensuring seamless integration and reliability.
- Owned end-to-end execution of Teradata database version hotfix deployments during critical incidents, including issue triage, fix validation, production rollout, and post-incident verification to eliminate repeat failures.
- Implemented monitoring and alerting strategies with AWS CloudWatch, Datadog for system visibility and performance. Utilized the Computer Management Interface Controller (CMIC) for proper management and control.
- Performed monitoring, maintenance, and deployment of customer environments in AWS, Azure, and GCP, including system upgrades, patch management, and troubleshooting, ensuring high availability, SLA compliance, and alignment with business requirements.
- Ensured customer issue resolution within defined Key Performance Indicator (KPI) targets.
- Drove best-practice support processes across multiple customers, surpassing SLA and SLO targets by efficiently triaging, prioritizing, and resolving issues without compromising quality.
- Optimized performance and right-sized instances based on data analysis and tools like ServiceNow.
- Engaged as a technical advisor, providing planning insights for project coordinators and assisting in service requests, corrective actions, and upgrade recommendations for Teradata products.
- Delivered round-the-clock support for 800+ global customers across cloud and on-prem environments, handling critical escalations and production outages through live troubleshooting and collaboration.

- Leveraged remote desktop tools like Axeda, Secure CRT/FX, MobaXterm, PuTTY, TeamViewer, UltraVNC Viewer and AnyDesk, Chrome Remote Desktop Apps to enable efficient troubleshooting/support.
- Managed shift schedules and workforce planning to ensure continuous 24x7 operations and optimal resource utilization.

Intern   Nov 2021 – July 2022
Teradata India Pvt Ltd   Hyderabad

- Assessed ticket dependencies in coordination with stakeholders, identifying prerequisite tasks and opening additional tickets as needed. Maintained adherence to mandatory procedures to streamline issue resolution and prevent workflow interruptions.
- Performed non-outage patch management and applied CVE (Common Vulnerabilities and Exposures) fixes on non-database customer nodes, ensuring security compliance and system stability without impacting production operations. Coordinated with stakeholders, validated patches in test environments, and executed updates during planned maintenance windows.
- Coordinated and confirmed scheduled technical activities with customers, including Linux and database upgrades, patching, and non-outage maintenance. Ensured proper dependencies were checked, risks communicated, and execution aligned with operational and business requirement.

Additional Information

- Earned Best Performer of the Year award for outstanding achievement in meeting team goals and KPI benchmarks.
- Earned appreciation from customers and management for handling large-scale activities efficiently and meeting tight deadlines with minimal disruption.
- Continuously developing technical expertise to maintain proficiency and deliver high-quality outcomes.