

CHITTIPANTULA SHYAM SUNDAR

PRODUCT SUPPORT ENGINEER

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Personal Summary

Product and Technical Support Engineer with 2+ years of experience at Boomi, delivering expert solutions for cloud-based applications and integrations. Skilled in Boomi platform administration, error log analysis, and performance tuning across Windows, Linux, and cloud environments (AWS, Azure, GCP). Proficient in Java, React, Groovy, JavaScript, and API development, with a strong grasp of secure data transmission, network analysis, and tools like Postman and OAuth 2.0. Known for exceptional customer engagement, problem-solving, and a commitment to continuous learning and innovation in technology.

Skills

Platforms & OS: Boomi Platform, Windows, Linux	Cloud Technologies: AWS, Azure
Programming & Scripting: Java, Python, Groovy, JavaScript	API & Tools: API Development, Postman, OAuth 2.0
Database & Analytics: Database Administration, Hadoop, NetSuite, Salesforce	Cloud Application Setup and Optimization
Performance Tuning and Error Log Analysis	Secure Data Transmission and Network Trace Analysis
Customer Engagement, Technical Communication, and Problem-Solving	Patience, Empathy, and Continuous Learning

Work History

Product Support Engineer, 03/2023 to Current

Boomi – Hyderabad, India

- Customer-Focused Technical Support:** Over 2+ years of experience, including 1+ years in customer-facing roles, delivering technical solutions to both technical and non-technical audiences with strong communication and interpersonal skills.
- Programming and Scripting:** Proficient in **Java**, **React**, **Groovy**, and **JavaScript**, with foundational knowledge of **Windows**, **Linux**, and cloud-based application development, troubleshooting, and administration.
- Cloud Expertise:** Hands-on experience in cloud platforms like **AWS** and **Azure**, including application installation, administration, and troubleshooting for hybrid cloud environments.
- Boomi Integration Platform:** Certified or experienced with the **Boomi** platform, proficient in creating scalable and efficient integrations, and implementing robust error-handling mechanisms.
- Incident Management and Support:** Skilled in 24/7 uptime environments, providing technical support during on-call rotations and handling time zone constraints by working double shifts when needed.

- **Error Analysis and Performance Tuning:** Expertise in analyzing error logs and troubleshooting Java programs, **Windows**, and **Linux** systems, with advanced performance-tuning techniques for optimal system performance.
- **Secure Data Transmission and Networking:** Strong understanding of secure protocols, network fundamentals, and network trace analysis, ensuring reliable and secure data communication.
- **Database Administration and Platforms:** Knowledge of database platforms like **NetSuite**, **Salesforce**, and **Hadoop**, with Linux system administration expertise for seamless integration and maintenance.
- **Empathy and Problem-Solving:** Demonstrates patience, empathy, and a customer-focused approach to resolving technical challenges, maintaining high satisfaction levels even under pressure.
- **Continuous Learning:** Passionate about staying updated with emerging technologies and applying innovative solutions to enhance system reliability and efficiency.

Educational Qualification

Bachelor of Technology: Computer Science Engineering, 01/2018 to 01/2022

Lendi Institute Of Engineering And Technology - Vizianagaram, AP

GPA: 7.25 /10

Certifications

AWS Certified Cloud Practitioner by AWS

Professional API Management Certification – Boomi

Professional API Design Certificate – Boomi

Professional Linux Operational Administrator – Boomi

Professional Windows Operational Administrator – Boomi

Professional Integration Developer – Boomi

Achievements

- Authored and published multiple technical articles on the Boomi Community, providing in-depth solutions and best practices for integration and connectivity:
 - [SFTPv2 Server Connection with ECDSA Key Type](#)
 - [Configuration of Salesforce Platform Event Listener in Boomi](#)
 - [Comprehensive Guide to Troubleshooting MSSQL Database Connectivity Issues](#)
 - Designed and developed a high-accuracy phishing detection model using Python and machine learning algorithms, including XGBoost (Extreme Gradient Boosting). Built and trained the model on large datasets, leveraging ensemble learning techniques to analyze features like URL structure and domain characteristics.
- Achieved significant accuracy in distinguishing between legitimate and phishing websites, enhancing cybersecurity capabilities