

SUBBARAYUDU KATABATHINA

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Production Support Engineer with 3 years of experience managing mission-critical Linux-based applications in cloud environments (AWS). Proficient in root cause analysis, log analysis, and API debugging. Adept at using tools like Grafana, Kibana, ServiceNow, and SQL for rapid issue triage. Seeking to leverage my experience in a high-availability support environment to reduce downtime and improve reliability.

EXPERIENCE

05/2022 – Current **Production Support Engineer, GLobalLogic, Hyderabad, India**

Project Name: Reserve with Google

Technologies leveraged: Linux, Grafana, Kibana, MySQL, MongoDB, JIRA, Confluence, AWS, debugging, troubleshooting, analysis.

Project Summary:

- Hands-on experience with monitoring tools like Kibana, Grafana for system health checks and proactive issue resolution
- Strong skills in managing file systems, permissions, and processes using Linux commands like find, awk, sed, top, and ps
- Proficient in analyzing logs using tools like tail, grep, and less to debug and resolve system/application issues
- Knowledge of Linux networking tools (netstat, ifconfig, tcpdump, ping) and troubleshooting connectivity issues
- Familiarity with managing and troubleshooting databases (MySQL, MongoDB) in Linux environments
- Monitored Linux-based production systems to ensure uptime and resolve incidents within SLA guidelines
- Collaborated with development teams to debug and resolve application-level issues in a Linux environment
- Improved system performance through process optimization and resource monitoring
- Created Grafana panels to visualize key metrics, such as CPU usage, memory consumption, response time, and error rates, improving monitoring efficiency
- Collaborated with DevOps to optimize dashboards for monitoring CI/CD pipelines and deployments
- Configured CloudWatch alerts and dashboards for real-time monitoring of server health, enabling proactive issue identification
- Monitored production environments using AWS CloudWatch, resolving alerts and ensuring 99.9% uptime for mission-critical applications
- Provided 24/7 technical support for AWS EC2 environments, handling instance failures, security group misconfigurations, and connectivity issues
- Troubleshoot issues identified by CloudWatch alarms, ensuring timely resolution to maintain SLA compliance
- Manage incident, change, and problem tickets in ServiceNow, ensuring SLA adherence
- Customize workflows in ServiceNow to streamline ticket assignment and escalation processes

- Perform root cause analysis (RCA) for recurring incidents and document solutions in the knowledge base
- Generate and share ServiceNow reports and dashboards to track performance metrics and SLA compliance
- Handled 30+ P1/P2 incidents per month with 99.9% SLA compliance
- Use Jira to manage incident and change tickets, ensuring proper categorization and resolution within defined SLAs
- Collaborate with development and operations teams using Jira boards to track and resolve bugs or feature requests
- Provide on-call support for critical production environments, ensuring minimal disruption during outages
- Document troubleshooting steps, procedures, and configurations to enhance team knowledge-sharing
- Stay updated on the latest tools and technologies to improve system performance and support efficiency
- Analyzing and Debugging API Responses (Status Codes, Headers, and Payloads)
- Executed API test cases using Postman, ensuring the reliability of RESTful APIs in production
- Documented API usage guidelines and troubleshooting procedures using Postman's documentation tools, improving knowledge-sharing among teams
- Troubleshoot and resolved API issues such as authentication failures, incorrect response formats, and latency, minimizing customer impact
- Strong proficiency in writing and optimizing SQL queries to fetch, update, and manipulate data for debugging and reporting.
- Skilled in troubleshooting slow queries using EXPLAIN PLAN, analyzing indexes, and identifying bottlenecks.
- Proficient in writing complex SQL joins (INNER, LEFT, RIGHT, FULL OUTER) and subqueries for issue diagnosis and root cause analysis.
- Hands-on with SQL aggregate functions like COUNT, SUM, AVG, GROUP BY, and HAVING for log and metric analysis.
- Experience monitoring RDS and Aurora databases using Amazon CloudWatch metrics (CPU Utilization, FreeStorageSpace, ReadIOPS, WriteIOPS).
- Proficient in setting up CloudWatch Alarms for critical database metrics to proactively identify performance issues.
- Troubleshooting connectivity and performance issues using logs from Amazon RDS/Aurora: error logs, slow query logs, general logs.

SKILLS

- **Cloud & Monitoring:** AWS (EC2, S3, CloudWatch, IAM, EKS,), Grafana, Kibana
- **Databases:** MySQL, MongoDB, AuroraRDS
- **Scripting & Tools:** Linux (Shell scripting, awk, sed, grep), Jenkins, SQL, Postman
- **Ticketing & Collaboration:** ServiceNow, Jira, Confluence
- **Debugging & Troubleshooting:** Log analysis, API debugging, RCA, Incident management

EDUCATION

07/2022

B.Tech, Engineering
JNTUA, Kadapa, AP