Arroni Vani

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LinkedIn — GitHub

Professional Experience

Apollo Health and Lifestyle Ltd., Hyderabad

Software Support Engineer (L1/L2) — Feb 2025 – Present

- Delivered L1/L2 technical support for internal healthcare applications, reducing issue resolution time by 30%.
- Diagnosed and resolved software-related incidents; escalated complex issues to L3/development teams.
- Managed user access rights, performed data queries, and configured settings to meet client needs.
- Monitored system health, analyzed application/server logs, and identified root causes of critical issues.
- Created detailed documentation for support procedures, troubleshooting steps, and known errors.
- Collaborated with cross-functional teams to improve application reliability and support workflows.

Education

Siddhartha Institute of Engineering and Technology, Ibrahimpatnam
B.Tech in Computer Science and Engineering — Nov 2020 – Jun 2024
Percentage: 75%

TSWREIS J/C Girls Chitkul, Sangareddy
Intermediate (Telangana State Board) — Jul 2018 – Apr 2020
Percentage: 94%

ZPHS Tadkapally, Siddipet
SSC (Telangana State Board) — 2018
Percentage: 93%

Skills

Technical: Software Support (L1/L2), Incident Management, SQL Queries, System Monitoring, Log Analysis, Documentation, Root Cause Analysis
Languages/Frameworks: Java, SQL
Tools: Git, GitHub
OS/Environments: Windows, Linux
Soft Skills: Communication, Analytical Thinking, Time Management, Team Collaboration, Customer Focus

Projects

Life Line - Health Assistance Web App — Java, Spring Boot, MySQL

- Developed a portal for managing health records, booking hospital services, and ordering medicines.
- Built secure, user-friendly UI and implemented core modules like doctor search and bed booking.

Attendance Management System — Java, Spring Boot, MySQL

- Created a tool to track and record attendance with modules for student registration and report generation.
- Used Java Swing for cross-device UI and applied OOP principles for modular development.

Leadership

Student Result Analysis Admin — Python, Django, HTML, CSS, JS

- Led the development of a portal to analyze and retrieve student results with plans for future enhancements.