

Saiakhil Reddy Palagati | Application Support Engineer

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SUMMARY

- Application Support Engineer with around 6+ years of hands-on experience supporting mission-critical enterprise applications across telecommunications, fintech, and financial services environments.
- Expertise in production support, incident management, application monitoring, root cause analysis, AWS, Microsoft Azure, Linux, SQL, Java, Spring Boot, REST APIs, Dynatrace, Splunk, ELK Stack, Snowflake, ServiceNow, CI/CD, and cloud-based application support.
- Hands-on experience leveraging Generative AI tools including Amazon Bedrock, Amazon Q, Claude AI, and Google Gemini to automate incident diagnostics, intelligent troubleshooting, and operational workflows.
- Proven ability to improve application availability, optimize performance, automate support processes, and deliver high-quality production support while meeting SLA commitments in fast-paced Agile environments.

SKILLS

Programming: Java, Python, Shell Scripting

Databases: SQL, MongoDB, Cosmos DB, Oracle, Snowflake

Monitoring Tools: Splunk, Dynatrace, AppDynamics, Nagios, New Relic

Cloud Platforms: AWS (EC2, CloudWatch, SQS), Azure, Google Cloud

DevOps Tools: Jenkins, Ansible, Control-M, Git, Confluence

AI / GenAI: Amazon Q, Amazon Bedrock, Claude AI, Google Gemini AI

API Technologies: RESTful APIs, SOAP, Postman, SOAP-UI

Incident Management: xMatters, Everbridge, ServiceNow, Jira

Other: ITIL, Agile, Tableau, Power BI, ELK (Elasticsearch), Akamai, Quantum Metrics, Informatica, WebLogic Server, Apache, Kiro, Amazon Q

EXPERIENCE

DISH

Mar 2025 - Present

Littleton, CO

Production Support Engineer

- Provided production support for Boost Mobile applications and backend systems, ensuring high availability and timely resolution of incidents across customer-facing and operational services.
- Monitored system performance using Dynatrace and AWS CloudWatch, identifying and resolving performance issues, failures, and service-impacting anomalies.
- Reduced customer impact of production issues by over 99% by automating backend support workflows with Python and Shell scripts, leveraging Kiro and Amazon Q.
- Collaborated in integrating Amazon Bedrock and Claude AI into AILC production support workflows to enable intelligent incident triage, automated diagnostics, and enhanced operational efficiency across enterprise applications.
- Leveraged Amazon Q for AI-assisted troubleshooting, automated root cause analysis, cloud-native application support, and operational workflow automation within AWS-based production environments.
- Utilized Google Gemini AI to support intelligent log analysis, automated incident summarization, and knowledge base generation, accelerating issue resolution and improving production support efficiency.
- Created and executed Snowflake SQL queries for reporting, production analysis, issue investigation, and data validation across subscriber and operational datasets.
- Supported and troubleshooted REST API integrations, validating request/response flows and resolving backend processing issues across distributed applications.
- Managed mobile business and operational workflows related to 5G services, Boost Mobile, subscriber management, SIM/eSIM activations, billing system processes, and data usage validation.
- Supported telecom-related integrations and operational dependencies involving T-Mobile and AT&T tools, platforms, and service workflows.
- Administered Linux environments and supported AWS infrastructure (EC2) to maintain stable and secure production operations.
- Used ServiceNow for incident tracking and Confluence for documentation and operational knowledge management.

PayPal

Jan 2023 - Dec 2024

Austin, TX

Application Support Engineer

- Supported and maintained critical applications in a multi-datacenter environment, troubleshooting issues related to application performance, connectivity, and security.
- Performed regular patching and vulnerability remediation, proactively addressing security risks to minimize exposure across production systems.
- Implemented CI/CD automation using Jenkins, Ansible, and Python to streamline application deployments and system updates.
- Monitored applications with Dynatrace and New Relic to ensure consistent performance and availability, resolving anomalies in a timely manner.
- Supported load balancing and high availability (HA) solutions, improving service continuity across the platform.

FIS Global**Feb 2022 - Jan 2023****Advance Application System Engineer****USA**

- Managed and supported enterprise applications hosted on Microsoft Azure, ensuring high availability, system stability, and secure application deployments while improving overall platform reliability.
- Configured and monitored application performance using Splunk and the ELK Stack, proactively identifying bottlenecks and reducing production incidents through continuous performance optimization.
- Collaborated with application development, infrastructure, and database teams to integrate cloud-hosted and on-premises enterprise applications, enabling seamless data exchange and reliable business operations.
- Administered application environments across Unix/Linux platforms, optimized SQL queries, and performed configuration management to improve application performance and minimize downtime during releases.
- Coordinated critical production incidents through xMatters, partnering with cross-functional support, infrastructure, and development teams to achieve SLA compliance, accelerate issue resolution, and ensure uninterrupted business services.

Mindtree**Jun 2019 - Oct 2020****Software Engineer****India**

- Developed and maintained enterprise Java applications using Spring Boot, delivering scalable business solutions that improved application stability, maintainability, and overall system performance across multiple client engagements.
- Engineered RESTful APIs and integrated microservices using Spring Boot, enhancing application interoperability, reducing response latency, and supporting scalable distributed application architectures.
- Built and automated data processing workflows using Apache Airflow, improving ETL reliability, reducing processing time by 22%, and streamlining enterprise data integration across business systems.
- Integrated IBM Watson AI services into enterprise applications to automate customer support workflows and intelligent document processing, increasing operational efficiency and improving user engagement by 38%.
- Optimized application performance by analyzing production issues, refactoring Java components, and tuning database interactions, reducing application response times by 27% while improving overall system reliability.
- Resolved application defects, performed code reviews, and implemented performance enhancements, reducing post-production issues by 30% and improving application stability in production environments.

EDUCATION**Bachelor of Technology in Computer Science****2017 - 2021**

University of Missouri – Kansas City, Missouri, KS