

# Venkata Nagendra

## Technical Support Engineer

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### PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years of experience supporting enterprise SaaS, cloud, Microsoft 365, identity, and end-user environments. Skilled in L2/L3 troubleshooting, production incident management, REST APIs, SQL Server, PostgreSQL, AWS, Kubernetes, Splunk, Datadog, and CloudWatch. Proven success reducing MTTR, maintaining SLA compliance, automating support tasks with PowerShell and Python, and resolving complex authentication, networking, application, and database issues through strong cross-functional collaboration and root cause analysis across high-volume, business-critical enterprise environments with measurable impact.

### TECHNICAL SKILLS

**Cloud & Containers:** AWS, AWS IAM, AWS CloudWatch, Kubernetes, SaaS Platforms

**Monitoring & Observability:** Splunk, Datadog, CloudWatch, Log Analysis, Application Monitoring, Telemetry Analysis

**Production & Application Support:** L2/L3 Support, Production Support, P1/P2 Incident Management, Root Cause Analysis (RCA), SLA Management, Service Restoration, Deployment Support

**APIs & Integrations:** REST APIs, HTTP/HTTPS, JSON, Authentication, Third-Party Integrations

**Databases:** SQL Server, PostgreSQL, SQL Troubleshooting, Query Performance, Blocking, Deadlocks, Transaction Analysis

**Scripting & Automation:** Python, PowerShell, Microsoft Graph API, KQL, JSON, CSV

**Identity & Microsoft 365:** Microsoft Entra ID, Active Directory, Microsoft 365, SSO, MFA, Conditional Access, Intune

**Networking:** TCP/IP, DNS, DHCP, VPN, LAN/Wi-Fi, Network Troubleshooting

**ITSM & Tools:** ServiceNow, Jira, ITIL, Incident Management, Problem Management, Change Management, Technical Documentation

### PROFESSIONAL EXPERIENCE

#### Technical Support Engineer | CSG | USA | January 2025 - Present

- Provide L2/L3 technical and application support for an AWS-hosted SaaS platform serving 100,000+ customers and 5,000+ internal users, contributing to 98% SLA compliance and 99.95% service availability.
- Reduced production MTTR by 40% by correlating telemetry across Splunk, Datadog, AWS CloudWatch, Kubernetes health checks, server events, and application dashboards to identify root causes and accelerate service restoration.
- Troubleshoot complex SaaS, REST API, and third-party integration issues by analyzing request/response payloads, authentication failures, timeouts, correlation IDs, application logs, and downstream dependencies.
- Diagnose SQL Server and PostgreSQL production incidents involving slow queries, blocking sessions, deadlocks, connection failures, and failed transactions, identifying performance bottlenecks and restoring application functionality.
- Manage and resolve P1/P2 production incidents, service requests, defects, deployments, escalations, and root cause analyses (RCA) through ServiceNow and Jira, collaborating with Cloud, Database, Security, Development, and business teams.
- Automated Microsoft 365 provisioning, license management, mailbox validation, access verification, log collection, and incident reporting using PowerShell, Python, Microsoft Graph API, JSON, and CSV, saving 15+ hours of manual effort per week.
- Resolve enterprise identity, access, SSO, and authentication issues across Microsoft Entra ID, Conditional Access, MFA, Intune, AWS IAM, and SaaS applications using KQL, audit logs, PowerShell, and authentication telemetry.

#### Technical Support Engineer | Value point systems | India | July 2021 - December 2023

- Delivered L1/L2 enterprise technical support for Windows 10/11, Microsoft 365, Outlook, Teams, OneDrive, VPN, printers, peripherals, and business applications through remote and desk-side troubleshooting, maintaining 95% SLA compliance across assigned incidents.
- Administered Active Directory and Microsoft Entra ID user access by performing password resets, account unlocks, group and permission validation, MFA troubleshooting, and authentication diagnosis, reducing recurring identity-related escalations by 20%.
- Resolved Microsoft 365 incidents across Outlook, Teams, OneDrive, mailbox access, licensing, and credential authentication by validating account health, connectivity, configuration, and service availability.
- Diagnosed Windows 10/11 endpoint and application issues using Event Viewer, Windows Services, Remote Desktop, Command Prompt, and system logs, resolving login, performance, driver, and software failures.
- Troubleshoot LAN, Wi-Fi, VPN, TCP/IP, DNS, and DHCP connectivity using ipconfig, ping, lookup, tracert, and DNS validation, isolating endpoint, authentication, name-resolution, and infrastructure faults before escalating complex network incidents.
- Managed incidents and service requests through ServiceNow using ITIL processes for prioritization, SLA tracking, escalation, documentation, and resolution, reducing resolution delays by 18%.
- Supported new-hire onboarding and access provisioning across Active Directory, Microsoft 365, VPN, licensing, permissions, and business applications, coordinating complex access issues with infrastructure and application teams.

### EDUCATION

#### Master of Science in Information Systems and Technology

University of North Texas, Denton, TX | January 2024 - May 2025

#### Bachelor of Engineering in Computer Science

Sathyabama University, Chennai, India | August 2018 - May 2022