

Nikitha Mandadi

Application Support Engineer

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PROFESSIONAL SUMMARY

Application Support Engineer with 3 years of experience supporting business-critical enterprise applications across financial services and technology environments, including Citi and Accenture. Skilled in production support, incident management, application monitoring, troubleshooting, and root-cause analysis. Adept at investigating production incidents, prioritizing issues by business impact, coordinating cross-functional resolution, supporting production changes, and maintaining accurate technical documentation. Strong grounding in ITSM practices across incident, problem, and change management, with a focus on improving application reliability, accelerating incident resolution, and minimizing business disruption.

TECHNICAL SKILLS

Application Support: Production Support, Enterprise Application Support, Production Operations, Application Monitoring, Health Checks, Release & Deployment Support

IT Service Management: Incident Management, Problem Management, Change Management, Service Request Management, Escalation Management, SLA Management

Troubleshooting & Diagnostics: Root Cause Analysis, Log Analysis, Issue Triage & Isolation, Corrective & Preventive Actions

Monitoring & Observability: Application Performance Monitoring (APM), Infrastructure Monitoring, Log Monitoring, Alerting, Event Management

Integration & Web: REST APIs, API Troubleshooting, Web Application Support, HTTP/HTTPS, JSON, XML

Databases: SQL, Relational Databases, Query Analysis, Data Validation

Operating Systems: Windows, Linux/Unix, Command-Line Troubleshooting, Process & File-System Troubleshooting

Delivery & Documentation: SDLC, Agile/Scrum, Change Control, Runbooks, SOPs, Knowledge Base Documentation, ITSM/Ticketing Platforms

PROFESSIONAL EXPERIENCE

Citi

September 2024 – Present

Application Support Engineer

Texas, USA

- Triage 15–25 production incidents and service requests per week across enterprise applications, driving troubleshooting, escalation, and resolution to maintain application availability and business continuity.
- Investigate application errors, alerts, and production issues using structured troubleshooting techniques, achieving 90%+ resolution within defined support timelines while minimizing disruption to business users.
- Coordinate with application, infrastructure, database, and development teams across 5+ technical support functions to resolve complex incidents and accelerate cross-team issue resolution.
- Conduct root-cause analysis on recurring incidents and implement corrective actions that reduce repeat issues by approximately 10–15% through improved troubleshooting procedures and preventive measures.
- Facilitate 5–10 production changes and release activities per month, coordinating implementation, post-change validation, issue escalation, and stakeholder communication to maintain controlled production operations.
- Maintain incident records, troubleshooting procedures, known-error documentation, and knowledge articles, improving support consistency and reducing repetitive investigation effort by approximately 10%.
- Monitor application health and production conditions, identify abnormal behavior, and escalate priority issues by business impact to sustain reliable service for business-critical applications.

Accenture

January 2020 – January 2021

Application Support Engineer

India

- Resolved 10–20 production incidents and service requests per week, performing incident triage, technical troubleshooting, and escalation to maintain application availability.
- Diagnosed application errors and user-reported issues by analyzing symptoms, reviewing diagnostic information, and collaborating with technical teams, contributing to 90%+ on-time incident handling within assigned support targets.

- Partnered with development, infrastructure, and business teams across 3+ functional groups to resolve complex application issues and improve communication during production incidents.
- Identified root causes of recurring application problems and documented corrective actions, reducing repeated troubleshooting effort by approximately 10% for known issues.
- Managed support tickets throughout the incident lifecycle, maintaining 95%+ documentation completeness across investigation steps, resolution details, escalation notes, and follow-up activities.
- Assisted with 3–5 production changes and maintenance activities per month, validating application behavior after implementation and escalating unexpected results through established change procedures.
- Authored troubleshooting guides, support documentation, and knowledge-transfer materials, improving onboarding efficiency and reducing dependency on individual team members.

EDUCATION

Sofia University

Master of Science in Computer Science

Palo Alto, California

July 2022 – September 2023