

TEJASWINI KANCHARLA

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PROFESSIONAL SUMMARY

Application Support Engineer with 4+ years of experience delivering L1/L2 production support for enterprise applications, REST APIs, databases, and backend services. Skilled in ServiceNow, Splunk, Dynatrace, Grafana, SQL, Postman, Linux, Windows, Jenkins, and AWS migration support. Experienced in resolving P1/P2 incidents, performing RCA, supporting deployments, and troubleshooting complex application, API, database, and infrastructure issues while meeting SLA targets and supporting high application availability.

TECHNICAL SKILLS

Application & Production Support: L1/L2 Support, P1/P2 Incident Management, Incident Triage, Problem Management, Root Cause Analysis (RCA), SLA Management

Monitoring & Observability: Splunk, Kibana, Dynatrace, Grafana, Log Analysis, Application & Performance Monitoring

Databases & APIs: SQL, SQL Server, Oracle, REST APIs, Postman, Transaction Validation, Request/Response Validation

Operating Systems: Linux, Windows, Process & Service Troubleshooting, Connectivity Checks, Disk & Memory Monitoring

ITSM & Ticketing: ServiceNow, Jira, Incident Management, Service Requests, Change Requests, SLA Tracking

Release & Deployment Support: Jenkins, Production Deployments, Release Validation, Smoke Testing, Rollback Support, Batch Job Monitoring

Cloud Support: AWS Migration Support, Post-Migration Validation, Application Connectivity & Dependency Troubleshooting

Documentation: RCA Documentation, SOPs, Runbooks, Knowledge Base Articles

PROFESSIONAL EXPERIENCE

Application Support Engineer | Coforge Ltd. | Milwaukee, WI | Nov 2024 – Present

- Provide **L2 production support** for enterprise applications, REST APIs, databases, and backend services, collaborating with development, DevOps, database, and infrastructure teams to maintain stable production operations.
- Manage **25+ incidents and service requests weekly** through **ServiceNow and Jira**, contributing to approximately **95% SLA compliance** through effective triage, prioritization, escalation, and resolution.
- Resolve **P1/P2 production incidents** by analyzing application logs, monitoring alerts, database health, and service dependencies to isolate failures and restore services quickly.
- Investigate complex production issues using **Splunk and Kibana**, correlating transaction IDs, exceptions, authentication errors, API failures, and timeouts to identify root causes.
- Troubleshoot **REST API and data issues using Postman and SQL**, validating requests, responses, HTTP status codes, transactions, and backend records to resolve integration and application failures.
- Monitor application performance using **Dynatrace and Grafana** and troubleshoot **Linux/Windows** processes, services, memory, disk, connectivity, and availability issues.
- Support **production deployments, batch jobs, RCA, and recurring-issue resolution** through smoke testing, log validation, job recovery, and post-deployment checks, contributing to approximately **99.9% application availability**.

Technical Support Engineer | Mphasis | Bangalore, India | Nov 2020 – Jul 2023

- Delivered **L1/L2 application and production support** for enterprise applications, APIs, databases, authentication services, and backend systems.
- Managed approximately **27 incidents and service requests weekly** using **ServiceNow and Jira**, supporting SLA adherence through accurate prioritization, escalation, and timely resolution updates.
- Analyzed production issues using **Splunk and Dynatrace**, identifying API failures, authentication problems, connectivity errors, timeouts, and recurring application incidents.
- Diagnosed application and infrastructure issues across **Linux and Windows environments**, validating services, connectivity, dependencies, and system health to isolate application, database, and network failures.
- Troubleshoot **API and database issues using Postman, SQL Server, and Oracle**, validating endpoints, transactions, records, and application dependencies to support faster incident resolution.
- Supported **23+ production releases and change activities using Jenkins**, performing pre-deployment checks, smoke testing, post-deployment validation, monitoring, and issue escalation.
- Supported **AWS migration and post-migration stabilization**, validating application connectivity, APIs, databases, authentication, and dependencies while resolving configuration and service-related issues.
- Performed **RCA and problem management** for recurring incidents and maintained SOPs, runbooks, knowledge articles, and troubleshooting documentation to improve support consistency.

EDUCATION

Master of Science in Information Technology

Concordia University Wisconsin | Mequon, WI | Aug 2023 – May 2025

Bachelor of Technology in Electrical and Electronics Engineering

Vel Tech Rangarajan Dr. Sagunthala R&D Institute of Science and Technology | Chennai, India | Jun 2017 – Jun 2021