

Vamshi Kumar R

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EDUCATION

Webster University

Master of Science, *Information Technology and Management*

GITAM University

Bachelor of Technology, *Computer Science and Engineering*

SKILLS

Operating Systems: Linux, Windows Server

Programming Languages: Python, Java, Bash, Shell Scripting, SQL

Application Support: Production Support, Incident Management, Problem Management, Root Cause Analysis, Troubleshooting, Log Analysis, Escalation Management, IT Support, Level 1/2 Support, Infrastructure Management

APIs & Integration: REST APIs, JSON, HTTP/HTTPS, API Testing, Postman

Databases: SQL, MySQL, Database Troubleshooting

Cloud Platforms: AWS, Azure, Cloud Infrastructure Fundamentals, Cloud Server Environments

DevOps & Tools: Git, Docker, CI/CD, Jenkins, Jira, ServiceNow, Server Patch Management

Networking: TCP/IP, DNS, DHCP, HTTP/HTTPS, SSH, VPN, Network Troubleshooting, LAN, WAN Networks

Monitoring: Application Monitoring, System Monitoring, Performance Analysis, Log Monitoring

Methodologies: Agile/Scrum, SDLC, ITIL Concepts, Change Management, Release Support

Soft Skills: Customer Support, Cross functional Troubleshooting

WORK EXPERIENCE

Dell Technologies | Product Support Engineer

Jan 2025 - Present

- Provide Level 1/2 support for desktops, laptops, and other endpoints by troubleshooting complex software, operating system, network, and infrastructure related issues.
- Investigate customer reported incidents through log analysis, system diagnostics, configuration reviews, error reproduction, and structured troubleshooting.
- Support Linux and Windows based environments and troubleshoot connectivity, DNS, TCP/IP, HTTP/HTTPS, SSH, authentication, and application communication issues.
- Diagnose application and service failures by reviewing system logs, application logs, resource utilization, configuration files, and dependent services.
- Troubleshoot REST API integrations, HTTP response errors, authentication failures, malformed requests, connectivity problems, and application to application communication.
- Perform SQL queries and database level investigation to validate application data, identify inconsistencies, and support production issue resolution.
- Work with engineering, development, QA, infrastructure, and escalation teams to investigate defects and resolve complex customer impacting issues.
- Reproduce reported problems in controlled environments, document observations, identify probable root causes, and provide technical findings to engineering teams.
- Support incident, problem, and change management processes while maintaining detailed case documentation, troubleshooting steps, root causes, and resolutions.
- Use ServiceNow and Jira style ticketing workflows to manage technical cases, prioritize incidents, track escalations, and meet response and resolution targets.
- Develop Python and Bash scripts to automate repetitive diagnostic, log processing, validation, and system health check activities.
- Participate in software upgrades, patches, configuration changes, release validation, and post deployment troubleshooting.

- Create and maintain technical documentation, troubleshooting procedures, knowledge base articles, and reusable resolution steps for recurring issues.
- Communicate technical findings clearly to customers and internal stakeholders while coordinating issue ownership through final resolution.

Tanla Platforms | Software Engineer

May 2020 - Jul 2023

- Developed and supported backend components for enterprise communication applications operating in high volume, distributed environments.
- Built and maintained RESTful APIs and backend services used for application integration and communication workflows.
- Developed application functionality using Java and SQL while following software development lifecycle and coding standards.
- Investigated production issues involving application failures, API errors, database connectivity, service communication, and performance degradation.
- Performed root cause analysis using application logs, server logs, SQL queries, API responses, and system level diagnostics.
- Developed SQL queries for data validation, troubleshooting, reporting, and investigation of production application issues.
- Integrated applications with internal and third party services using REST APIs, JSON, HTTP/HTTPS, and authentication mechanisms.
- Supported scalable application services used in high volume digital communication environments where reliability and availability were critical.
- Worked with QA, DevOps, product, and operations teams during development, testing, deployment, production support, and defect resolution.
- Used Git for source code management and participated in code reviews, defect fixes, release activities, and application enhancements.
- Supported CI/CD driven deployment processes and assisted with application validation following production releases.
- Troubleshoot defects across development, testing, and production environments and implemented permanent fixes for recurring application issues.
- Created technical documentation covering application functionality, API integrations, troubleshooting procedures, deployment requirements, and known issues.
- Participated in Agile ceremonies including sprint planning, daily stand ups, backlog refinement, technical discussions, and retrospectives.