

Saicharn Reddy

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PROFESSIONAL SUMMARY

Application Support Engineer with 4.9 years of experience providing L1/L2 production support for business-critical enterprise applications across AWS and Microsoft Azure environments. Strong hands-on experience in SQL Server and Oracle SQL/PLSQL for production data validation, transaction troubleshooting, data discrepancy analysis, and application-to-database issue resolution. Experienced in incident and case management, REST API troubleshooting and validation using Postman, log and metrics analysis, production deployments, application monitoring, RCA, and client-facing support. Proven ability to collaborate with development, database, middleware, infrastructure, DevOps, QA, and business teams to resolve issues quickly while maintaining SLA and service reliability.

EDUCATION

Webster University

Master of Science, *Information technology and Mangement*

Aug 2023 - May 2025

SKILLS

TECHNICAL SKILLS: Application Support: L1/L2 Support, IT Support, Incident Management, P1/P2 Support, Case Management, SLA Management, Troubleshooting, RCA, Problem Management, Change Management, Endpoint & Device Support: Desktops, Laptops, Android Devices, iOS Devices, Zebra Printers, Workstation Installation, Software Upgrades, End-User Support, Database & SQL: SQL Server, Oracle SQL, PL/SQL, Production Data Validation, Transaction Analysis, Data Discrepancy Troubleshooting, Application-to-Database Troubleshooting, APIs & Integration: REST APIs, HTTP, JSON, Postman, API Troubleshooting, Integration Validation, Cloud & Monitoring: AWS EC2, S3, IAM, CloudWatch, Microsoft Azure, Azure Monitor, Google Cloud, Cloud Server Environments, Dynatrace, Splunk, SolarWinds, Zabbix, Nagios, Infrastructure & Network: Infrastructure Management, LAN, WAN Networks, VPN, Switches, Routers, Firewalls, Wireless Access Points, Linux/RHEL, Windows Server, Systems & Automation: PowerShell Scripting, Python, Bash, AutoSys, IBM MQ, Kafka, Server Patch Management, Backup & Disaster Recovery, Tools & Delivery: ServiceNow, Jira, Remedy, Git/GitLab, CI/CD Concepts, Production Deployment, Release Validation, Runbooks, Documentation, Shipping & Logistics Tools

WORK EXPERIENCE

Accenture | Application Production Support Engineer / Product Support Engineer

Nov 2024 - Present

- Provide L2 production support for business-critical Java/J2EE enterprise applications, maintaining application availability, operational stability, reliability, and SLA compliance across Microsoft Azure environments.
- Manage production incidents end-to-end by assessing business impact, investigating alerts and service failures, maintaining ServiceNow case updates, and communicating status through resolution.
- Execute Oracle SQL and PL/SQL queries for production data validation, failed-transaction analysis, application-to-database troubleshooting, and controlled recovery activities.
- Investigate application, transaction, authentication, messaging, batch, and performance issues using Dynatrace, Azure Monitor, Splunk, AutoSys, and application logs.
- Troubleshoot REST API issues and validate API behavior using Postman when supporting application integrations and production incidents.
- Coordinate P1/P2 recovery with application, database, middleware, infrastructure, security, QA, DevOps, and business teams to restore critical services within SLA targets.
- Perform root-cause and problem-management analysis for recurring incidents; document known errors, trends, preventive actions, workarounds, and resolution procedures.
- Support production releases through readiness reviews, smoke testing, deployment verification, rollback/recovery coordination, and post-release monitoring.
- Develop PowerShell scripting to automate recurring operational tasks and troubleshoot AutoSys workflows, IBM MQ/Kafka messaging flows, and data-processing failures.
- Maintain operational runbooks, troubleshooting procedures, and shift-handover documentation to improve support consistency and knowledge sharing.

HCL Technologies | Application Production Support Engineer

Oct 2020 - Jul 2023

- Provided 24x7 L1/L2 support for business-critical Java/J2EE applications hosted on AWS, maintaining service availability, stability, reliability, and SLA compliance.
- Executed SQL Server queries to validate production data, investigate failed transactions and data discrepancies, and resolve application-to-database integration issues.
- Resolved REST API errors, authentication failures, batch/job failures, workflow issues, performance degradation, data discrepancies, and production outages using logs, metrics, SQL validation, and structured troubleshooting.
- Supported AWS EC2, S3, IAM, and CloudWatch and worked across Linux (RHEL) and Windows Server environments while troubleshooting application and infrastructure issues.
- Monitored application health, performance, availability, infrastructure, logs, and alerts using Dynatrace, Amazon CloudWatch, Splunk, SolarWinds, and Windows Event Viewer.
- Managed incidents, problems, service requests, and changes in ServiceNow, Jira, and Remedy; coordinated P1/P2 recovery across development, database, middleware, infrastructure, and DevOps teams.
- Supported production deployments and release workflows through readiness verification, smoke testing, application health checks, deployment validation, and post-deployment monitoring.
- Performed RCA, maintained known-error documentation and runbooks, analyzed recurring incident trends, and partnered with Engineering on preventive improvements.
- Developed PowerShell scripting, monitoring procedures, KPI reports, operational runbooks, and shift-handover documentation to reduce repetitive work and improve support consistency.