

Vamshi Reddy

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PROFILE SUMMARY

Results-driven Application Support Analyst with 5 years of experience delivering L1/L2/L3 production support across enterprise, e-commerce, and healthcare IT environments. Proven track record in incident management, root cause analysis, SQL-based troubleshooting, REST API validation, and ITIL-aligned ITSM workflows. Hands-on with ServiceNow, Jira, Splunk, Dynatrace, AWS/Azure cloud-hosted applications, and Agile release cycles. Recognized for reducing ticket resolution time, improving SLA compliance, and driving knowledge-base initiatives that minimize recurring incidents across high-volume support queues.

TECHNICAL SKILLS

Application Support: Production Support, L1/L2/L3 Incident Management, Problem Management, Change Management, SLA Management, Root Cause Analysis (RCA), Escalation Management, On-Call Support, Break-Fix

ITSM & Ticketing: ServiceNow (Incident, Change, Problem, CMDB), Jira, Confluence, Knowledge Base Authoring, SOP Documentation, ITIL 4 Framework

Monitoring & Observability: Splunk, Dynatrace, Datadog, AppDynamics, APM Dashboards, Log Analysis, Batch Job Monitoring, Alert Triage, PagerDuty

Database & Querying: SQL (Joins, Subqueries, Stored Procedures), Microsoft SQL Server, Oracle, Data Validation, Data Reconciliation, Query Optimization

API & Integration: REST APIs, JSON, Postman, API Testing & Troubleshooting, OAuth Authentication, Upstream/Downstream Data Flow Validation, MuleSoft

Cloud & Infrastructure: AWS (EC2, S3, CloudWatch), Azure, Linux, Windows Server, Shell Scripting, File Transfer Protocols, Environment Validation

Reporting & Analytics: Power BI, Advanced Excel (Pivot Tables, VLOOKUP, Macros), SLA Trend Dashboards, Incident Volume Reporting

Collaboration & Delivery: Agile/Scrum, Sprint Planning, Release Validation, Smoke Testing, SharePoint, Microsoft Teams, Cross-Functional Coordination

Networking: DNS, TCP/IP, VPN, Firewall Concepts, IP Whitelisting, Connectivity Troubleshooting, SSL/TLS

EXPERIENCE

Optum (UnitedHealth Group)

Jun 2024 – Present

Application Support Analyst

Chicago, IL, USA

- Delivered **L2/L3 production support** for Optum's healthcare claims, provider portal, and member-facing applications serving millions of users, ensuring 99.9%+ availability across critical digital health platforms.
- Triaged and resolved **50–70 incidents weekly** via ServiceNow, maintaining SLA compliance above 95% by accurately prioritizing P1–P4 tickets, driving RCA within defined timelines, and proactively communicating status to business stakeholders.
- Used **Splunk and Dynatrace** to monitor application health, detect anomalies in real time, and reduce MTTR by 30% through proactive alert triage and log correlation across distributed microservices.
- Conducted complex **SQL investigations** (joins, stored procedures, reconciliation queries) on MS SQL Server and Oracle databases to diagnose missing claims data, duplicate records, failed eligibility checks, and transaction processing errors.
- Validated **REST API request/response payloads** using Postman, diagnosing integration failures between Optum systems and downstream payer/provider platforms; coordinated fixes with development and integration teams.
- Supported **AWS cloud-hosted application environments** by performing environment health checks, CloudWatch log reviews, S3 file transfer validations, and post-deployment smoke testing after CI/CD releases.
- Participated in **Agile sprint ceremonies** and release validation cycles, reviewed deployment runbooks, executed test scripts, validated application behavior post-change, and documented results for audit readiness.
- Authored and maintained **20+ knowledge base articles**, RCA reports, and SOPs in Confluence and ServiceNow, reducing repeat incidents by approximately 25% and cutting average investigation time for known failures.
- Contributed to **cross-functional war rooms** for P1 Major Incidents, providing impact analysis, coordinating resolution across infra/dev/QA/network teams, and delivering executive-level status updates.

eBay

Feb 2023 – May 2024

Application Support Analyst

Chicago, IL, USA

- Provided **L1/L2 application support** for eBay's high-volume e-commerce and payment processing platforms, handling incident queues averaging 60–80 tickets per week across production, pre-prod, and staging environments.
- Monitored platform health using **Datadog and AppDynamics** dashboards; identified early signs of performance degradation, batch job failures, and API timeouts, escalating before user-impacting events occurred.
- Performed **SQL-based data investigation** for payment discrepancies, order status mismatches, catalog sync failures, and seller account anomalies on SQL Server and Oracle databases, supporting business teams with accurate data fixes.

- Provided support for **desktop and endpoint devices** including troubleshooting software and hardware issues on Windows and Linux systems, ensuring minimal disruption to user operations.
- Troubleshooted and resolved **network connectivity issues** involving VPNs, LAN/WAN configurations, and wireless access points, supporting seamless access for sellers and buyers.
- Documented detailed **troubleshooting procedures** and created knowledge materials for end-users, enhancing the efficiency of incident resolution processes.
- Troubleshooted **REST API integration failures** between eBay's marketplace APIs and third-party logistics/payment partners using Postman; validated JSON payloads, OAuth tokens, HTTP error codes, and response latency issues.
- Managed incidents and service requests end-to-end in **Jira Service Management**, from intake and triage to resolution documentation and post-incident review, maintaining SLA adherence across all priority tiers.
- Collaborated with release engineering teams to support **bi-weekly Agile deployment cycles**: reviewed change records, performed pre/post deployment validations, ran smoke tests, and tracked log anomalies after each release.
- Built **Power BI dashboards** tracking weekly incident volume, SLA breach rates, recurring failure patterns, and aging tickets, enabling support managers to allocate resources proactively and report to leadership.
- Coordinated **VPN/DNS/connectivity troubleshooting** for access-related incidents, working with network and infra teams to resolve IP whitelisting, firewall, and SSL certificate issues affecting seller and buyer portals.
- Participated in **on-call rotations** to provide support during critical incidents, ensuring availability for urgent troubleshooting and resolution efforts.
- Collaborated with IT teams to **deploy and manage cloud environments** on AWS and Azure, supporting infrastructure scalability and reliability.
- Utilized **PowerShell scripting** to automate routine tasks, improving operational efficiency and reducing manual workload.

Persistent Systems

Mar 2020 – Nov 2021

Application Support Analyst

India

- Delivered **L1/L2 application support** for enterprise clients across BFSI and technology verticals, handling 40–50 tickets per week via ServiceNow across incident, service request, and access management queues.
- Monitored application logs, server alerts, and interface failures using **APM dashboards and log monitoring tools**; triaged alerts and coordinated escalation to L3 teams and vendors for complex production issues.
- Executed **SQL queries** to investigate application data problems including missing records, failed transactions, status mismatches, and data reconciliation discrepancies for client-reported issues.
- Managed and supported **IT infrastructure systems** by configuring LAN/WAN, VPNs, switches, and routers, ensuring secure and reliable network operations for enterprise clients.
- Performed **patch management and system updates** across Windows and Linux servers, maintaining system security and compliance with corporate policies.
- Engaged in **backup and disaster recovery procedures**, developing and testing protocols to ensure data integrity and availability.
- Supported **REST API troubleshooting** by reviewing integration error logs, validating interface payloads, and documenting failure patterns for development team review.
- Managed change and release activities within **ITIL-aligned ITSM workflows**, reviewed change advisory board (CAB) submissions, validated implementation steps, and confirmed successful post-change application behavior.
- Created **SOPs, known-error documentation, and handoff runbooks** that reduced repeat escalations by standardizing troubleshooting steps across the support team.
- Coordinated with development, QA, database, and infrastructure teams to drive resolution of **recurring production defects** and cross-team dependency issues.
- Conducted **system audits and vulnerability assessments** using tools like Zabbix and Nagios to monitor system health and identify potential security risks.
- Supported **cloud-based infrastructure** management involving AWS and Azure, contributing to the deployment and maintenance of scalable server environments.
- Engaged in **Agile methodologies** to support project execution and delivery, participating in sprint planning and review sessions to align with project goals.

EDUCATION

Trine University

Master of Science in Information Sciences

Detroit, MI, USA