



## Myakala Kumar

### Senior Support Engineer

Senior IT Support Engineer with over 4+ years of hands-on experience in managing live production environments, resolving critical issues, and ensuring SLA compliance. Proficient in system monitoring, troubleshooting, and process optimization using tools like AppDynamics, UC4, Control-M, and IWA. Skilled in client communication, incident escalation, and technical documentation. Adept at coordinating across cross-functional teams for deployments, root cause analysis, and system maintenance. Demonstrated ability to streamline workflows, reduce downtime, and improve support response times in high-pressure environments. Experienced in both healthcare and finance domains, with a strong foundation in SQL, Power BI, ServiceNow, and network fundamentals.

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## SKILLS

Agile Methodology    Ticketing system    JIRA    Excel    SQL Server    Power BI

Python    Scrum    ServiceNow    Performance metrics    Scheduled maintenance

Root cause analysis    IT Support    Generate reports

## WORK EXPERIENCE

■ 04/2021 - 05/2024

### Senior Support Engineer

Infinite Computer Solutions - Hyderabad

- Monitoring Live Production and working on the goals, to achieve SLA.
- Acting as SME between clients and the offshores (Production Team).
- Interacting with Clients regarding SLA and quality.
- Escalating the jobs failure and making the respective team to work on it before the SLA time.
- Checking the portals with the help of the tool named AppDynamics.

- Preparing daily/monthly work schedules for upcoming months in order to generate reports within certain days and times to provide current information. Maintains daily operations production schedule to ensure Production jobs are running on time and properly with current and precious information.
- Communicating orally with Department employees and other customers both in person and by telephone to distribute reports.
- Performing a wide variety of sequencing, planning, scheduling, coordinating and report tasking in support of the production workflow and determines the computing resource requirements, such as memory space on the servers to provide easy flow of jobs in the workflow.
- Analyzing internal user procedures, process workflow, and deadlines.
- Troubleshooting processing problems and resubmitting jobs as necessary and/or escalates the problem. Maintains the accounts of all the users using the UC4, Control-M and IWA tools.
- Fixing issues encountered by the Portals' and clients' users, also the claim that has issues reaching the customers and debugging the application error.
- Prepared server maintenance plans and Scheduled maintenance jobs. Taking care of RCA (Root cause analysis) for various issues and critical issues.
- Working on the TCRs (Technical Change Requests) like initiating the TCRs, co-ordinating with various to teams to work on the TCRs and preparing the results of the TCRs and sending to the states.
- Co-Ordinating with the App Server, DBA, Development and various teams while Migration, Deployment and Maintenance happens.

■ 12/2019 - 03/2021

### **Associate Support Engineer**

Escapade Technologies Pvt Ltd - Hyderabad

- Monitored system performance and responded to server alerts, minimizing downtime.
- Maintained ticketing system, ensuring resolution within SLA; improved first-call resolution by 30%.
- Maintained and updated helpdesk documentation for recurring issues and solutions.
- Collaborated with network administrators and developers to escalate unresolved tickets.

