

Udikha Patsa

Technical/Application Support Engineer
Interactive Portfolio — see how I troubleshoot
production incidents:

<https://udikhapatsa.com>

Summary

Results-driven Technical/Application & Production Support Engineer with 7+ years of experience supporting business-critical financial, trading, healthcare, and SaaS applications. Proven expertise in incident management, root cause analysis, production support, change and release management, SLA compliance, and client-facing technical support. Skilled in troubleshooting live production environments, log analysis, application monitoring, API integrations, SQL-based diagnostics, and automation. Experienced in supporting trading platforms, brokerage systems, and end-to-end trade lifecycle workflows while collaborating with Development, QA, DevOps, and SRE teams to ensure high availability, reliability, and performance. Proficient in leveraging AI tools such as ChatGPT and Claude to improve troubleshooting, documentation, and operational efficiency. Certified in ITIL 4 and Microsoft Azure Fundamentals.

Skills & Expertise

Application Support & ITSM

- Incident, problem, and service request management with SLA adherence
- ITIL-aligned processes (certified)
- Ticketing & ITSM tools: **ServiceNow, Ivanti, BMC Remedy, Jira, Confluence**

Business Applications (ERP & CRM)

- Mambu, Salesforce, Zoho, Microsoft Dynamics 365, ThinkOwl, Fresh works (Freshdesk & Fresh Chat), Ziwo, Oracle NetSuite

Monitoring & Observability

- Dashboards & alerting with **Grafana, Kibana, Splunk, Datadog, Dynatrace, Prometheus, Azure Monitoring, Application Insights, Cloud Watch, OpenSearch**
- Root cause analysis, outage reporting, and SLA compliance tracking

Databases & Data Management

- **MongoDB, PostgreSQL, MSSQL, Oracle** – data analysis, diagnostic queries, and support for integrations

Operating Systems, Cloud & SaaS Environments

- Windows Server, Windows 10/11, Linux (Basic Administration)
- Application support in **AWS, Azure Cloud, Microservices Architecture**
- RESTAPI troubleshooting (Postman, Curl, Swagger), JSON, HTTP methods, authentication (OAuth 2.0, JWT), and API lifecycle
- Experience with **SaaS-based payment, trading, and healthcare applications**

Collaboration & Stakeholder Management

- Cross-functional coordination with **DevOps, SRE, QA, development teams, product teams and vendors**
- Strong communication skills for business and technical stakeholders

Additional Skills

- Technical troubleshooting: TCP/IP, DNS, VPN
- Scripting & automation: Bash, Shell, Python (basic), .net, Java/Spring Boot
- Mobile & Frontend Technologies: Flutter (basic), REST API integration, UI troubleshooting
- DevOps exposure: Docker, Kubernetes, Azure DevOps, GitHub (basic)
- Production Support: Production Incident Management, Performance & Log Analysis
- Trading Technologies: GTN Order Management System (OMS), Trade Lifecycle Support, Brokerage Platforms, ADX, DFM & International Markets, US Equities, ETFs, Structured Products, Crypto Trading

Certifications & Courses

- ITIL 4 Foundation Certificate in IT Service Management
- Microsoft Azure Fundamentals (AZ-900)

Experience

L2 Application Support Engineer – 11/2023 – Present
Cloud4C India Private Limited

Client: Wio Bank & Invest PJSC, Dubai, United Arab Emirates

- Solely managed the end-to-end technical operations for Wio Invest and Wio Securities, serving as the primary Level 2 support engineer responsible for 24x7 production support, application and infrastructure monitoring, incident management, stakeholder coordination, and ensuring operational stability across US/UAE equities, ETFs, structured products, and crypto trading platforms.
- Served as the primary Level 2 technical support contact for internal teams and external customers, providing technical guidance, mentoring junior engineers, coordinating with cross-functional teams, and developing knowledge base articles to streamline support processes and improve operational efficiency.
- Supported mission-critical production trading environments, ensuring high availability, reliability, and seamless trade execution across local (ADX & DFM) and international markets.
- Supported and maintained GTN Order Management System (OMS) integrated with Wio Invest trading workflows, ensuring accurate order routing via BHM to ADX/DFM and international markets while optimizing the end-to-end trade lifecycle.
- Investigated and resolved complex production issues related to trade execution, order routing, API connectivity, application performance, and trading workflows through detailed log analysis, database validation, and root cause analysis.
- Performed proactive monitoring of production environments using Kibana, Grafana, Datadog, Azure Monitor, and Application Insights to identify and mitigate potential issues before customer impact.
- Monitored application performance, configured KPI-based alerts, analyzed logs, and prepared RCA reports to improve application stability and reliability.
- Collaborated with Development, QA, DevOps, and SRE teams to troubleshoot complex production issues, resolve product defects, and enhance platform stability and performance.
- Supported REST APIs and payment integrations, utilizing Postman and Curl for API troubleshooting, validation, and diagnostics, while resolving payment gateway issues involving Stripe and Mambu integrations.
- Performed diagnostic data analysis and troubleshooting using MongoDB, SQL Server, PostgreSQL, and Oracle, creating scripts and queries to investigate production incidents and integration issues.
- Automated monitoring and operational tasks using custom scripts and integrations with Grafana and Sentry to improve operational efficiency.
- Supported SaaS-based and cloud-hosted banking and trading applications within Microsoft Azure environments.
- Validated production releases by analyzing application metrics and user events through Mix panel and Airship, supporting end-to-end testing and successful feature deployments.
- Managed customer notification workflows using Airship, troubleshooting notification delivery issues and coordinating with development teams for resolution.
- Conducted routine health checks of banking and trading applications, ensuring SLA compliance, system availability, and proactive issue resolution.
- Prepared technical documentation, knowledge base articles, outage reports, and RCA documents while recommending improvements to enhance platform performance and operational best practices.
- Provided On-Call and after-hours production support, ensuring continuous availability of business-critical banking and trading systems.

Application Support Engineer- L2 – 11/2021 to 11/2023

Bahwan CyberTek LLC, Dubai, United Arab Emirates

Client: Dubai Health Authority (DHA), Dubai, United Arab Emirates

- Serve as the primary point of contact for Level 2 support for internal teams and external customers, providing technical guidance and assistance.
- Monitored healthcare applications like HIS (Health Information Systems), EHR (Electronic Health Records), and LIS (Laboratory Information Systems) to ensure uptime and performance.
- Diagnosed and troubleshoot issues related to healthcare software and underlying infrastructure.
- Managed incident and service request creation using Ivanti Ticketing Tool, coordinating with onsite tech leads for prompt issue resolution and analyzing SLA breach cases.
- Co-coordinating with the onsite tech leads to getting the issue resolved. Reviews and analysis reviews on SLA breach cases, reports, critical cases, and daily analysis for the requests.
- Investigating and resolving service requests from customers, automating manual tasks, developing internal tools, collaborating with cross-functional teams to improve operational efficiency.
- Collaborated with Cross functional team for any outages and ensured effective communication for incident management.
- Troubleshoot wide range of IT problems related to business applications.
- Supported Alhosn, Hasana, and Salama applications within the ticketing system, while leveraging Kibana for monitoring and analysis.
- Created concise reports on system outages, errors, and user impacts, clearly communicating findings and recommendations to stakeholders.

- Escalated unresolved tickets to higher support levels and maintained the Ivanti helpdesk system for timely resolution for application issues.
- Developed and updated documentation for workflows, user resources, and IT processes while enforcing IT policies on security and compliance.
- Led daily operations to ensure exceptional service delivery, achieving zero SLA response times and high customer satisfaction.
- Generated reports on ticketing activities, including daily and monthly summaries of engineer productivity and issue trends.

Application Support Engineer - 06/2021 to 10/2021

Aster DM Healthcare, Dubai, United Arab Emirates

- Delivered first-level technical support using the BMC Remedy Force Portal, effectively managing and logging user calls through Genesys softphone and email.
- Assist healthcare professionals with application usage and troubleshoot user-reported issues.
- Conducted training sessions to help end-users adopt new functionalities or updates.
- Took ownership of user issues, ensuring timely communication of progress and follow-up on problem resolution.
- Created incidents and service requests (SRs) in Salesforce via the BMC Portal, including incident categorization and service request definitions (SRDs), while performing routine data management and cleanup tasks.
- Provided remote assistance to end users and escalated unresolved issues to the second-level support team as needed.
- Developed and modified dashboard reports and SRDs within BMC Remedy Force, ensuring data accuracy and relevance.
- Handled On-Call requests and client complaints, maintaining a consistent approach to issue resolution.
- Prepared comprehensive reports to track team performance and outcomes, utilizing advanced Excel and spreadsheet skills to analyze clinic financial data and create daily, weekly, and monthly reports.
- Maintained clear documentation of work completed, addressing any deviations with valid explanations and proposed action plans to streamline processes.

Application Support Engineer – 01/2016 to 10/2017

Optum Global Solutions India Pvt Ltd, Hyderabad, India

- Act as the primary contact for Level 2support, managing incidents related to healthcare systems.
- Managed and maintained infrastructure components, including operating systems, servers, and network dependencies, essential for the seamless operation of healthcare applications.
- Supported the integration of healthcare applications with other systems like PACS (Picture Archiving and Communication Systems) or billing platforms.
- Monitored HL7/FHIR messaging standards for interoperability between systems.
- Optimize system configurations to meet the dynamic needs of healthcare operations.
- Ensure compliance with healthcare regulations like HIPAA, GDPR, and other local mandates.
- Address vulnerabilities in applications and maintain data privacy.
- Managed requests for healthcare services and problem reports from end users, ensuring timely and effective resolution.
- Compiled daily and weekly reports On-Call metrics and team performance, enhancing visibility into operational efficiency.
- Developed a new tracking system for coordinating phone and email support requests, significantly improving response times and reducing downtime.
- Logged calls & assigned them to engineers, and tracked the status of issues until resolution, ensuring accountability and transparency.
- Effectively handled customer escalations, analyzing closure tickets to ensure maximum satisfaction and timely issue resolution.
- Completed detailed documentation of problem reports resolved personally, updating tracking systems accordingly.
- Provided onsite client support and logged tickets for application-related issues, maintaining accurate records in the call tracking software.

Education

Bachelor of Science (B.Sc.) from Osmania University, Hyderabad, India

Languages

Telugu: Native | English: Fluent | Hindi: Fluent