

VIKAS VISHWAKARMA

Analyst

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CAREER SUMMARY

Application Support Analyst with 3.8 years of experience in Python automation, L3/L2 support, and enterprise application troubleshooting. Proven ability to analyze, optimize, and automate workflows for mission-critical software systems in production and development environments. Skilled in SQL troubleshooting, API integrations, and real-time incident management, ensuring minimal downtime and peak system performance. Hands-on experience with AWS services (EC2, Lambda, CloudWatch) and monitoring tools like Splunk, and AppDynamics to proactively detect and resolve system issues. Strong background in Windows server support, and log analysis. Adept at working with globally distributed teams, collaborating with developers, and implementing scalable automation solutions to enhance system reliability. Passionate about driving efficiency and delivering high-quality technical support in fast-paced, enterprise environments.

WORK EXPERIENCE

Deloitte | June 2021 - Present

Analyst

- Led a team of application support engineers, managing incident resolution, task delegation, and system optimizations for enterprise applications.
- Provided L3/L2 support for enterprise applications, troubleshooting critical production issues and ensuring minimal downtime across globally distributed systems.
- Managed incident response and root cause analysis, leading high-priority production calls to coordinate cross-functional teams and restore services efficiently.
- Optimized SQL queries and database performance, ensuring data consistency and improving application responsiveness.
- Designed monitoring dashboards using CloudWatch, enabling real-time tracking of system health and improving issue resolution times.
- Worked closely with developers and business users, identifying and resolving software issues, deploying fixes, and implementing workarounds for urgent problems.
- Implemented API-based integrations to enhance system interoperability, enabling seamless data exchange between enterprise applications.
- Maintained application support documentation, ensuring knowledge retention for troubleshooting, system architecture, and operational best practices.
- **Tools & Technologies:** Incident & Defect Management, Python, AWS (Lambda, EC2, CloudWatch, SQS), SQL (MySQL, SQL Server), Splunk, ServiceNow, AppDynamics, .NET, OpenShift, AEP, BigPanda, API integrations.

SKILLS

- **Programming & Scripting:** Python, Java, PowerShell
- **Application & System Support:** L3/L2 Support, Incident Management, Windows Server Administration, Root Cause Analysis, Troubleshooting, Production Monitoring
- **Cloud & Infrastructure:** AWS (EC2, Lambda, CloudWatch, S3), OpenShift
- **Monitoring & Logging:** Splunk (Log Analysis, Alerting), ServiceNow (Incident & Defect Management), AppDynamics (Performance Monitoring), API Logs & Debugging
- **Documentation & Communication:** Knowledge Base Documentation, Cross-Team Coordination, Stakeholder Communication, Training & Mentoring
- **Database:** MySQL, PostgreSQL, NoSQL (Basic Knowledge)
- **Tools & Collaboration:** Selenium, ServiceNow, Confluence, Jira, Kanban, Aternity, Splunk, Airflow, Jenkins, Postman, GitHub, Visual Studio
- **Soft Skills:** Coordination, Collaboration, Adaptability, Leadership

CERTIFICATION

- **AWS Certified Cloud Practitioner** - [View Certificate](#)
- **AWS Certified AI Practitioner** - [View Certificate](#)
- **AWS Certified Solutions Architect - Associate** - [View Certificate](#)

EDUCATION

Vishwakarma Institute of Technology, Pune	
Masters of Computer Application	2021 - 2023
Sinhgad College of Science, Pune	
Bachelors of Computer Science	2017 - 2020

ACHIEVEMENTS

- 5x Spot Award (Deloitte)
- Client Email Appreciation
- Client Vantage Points
- Leadership Shoutouts