

PEYYETI CHAN SAHEB

Technical Support Engineer | Production Support & Middleware Administrator

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PROFESSIONAL SUMMARY

Technical Support Engineer with 4.5+ years of experience troubleshooting and resolving complex issues for mission-critical, customer-facing applications in 24x7 Production and Disaster Recovery environments. Skilled in root cause analysis (RCA), log/thread/heap dump analysis, SQL/Oracle database troubleshooting, Shell scripting, and Linux/Unix/Windows Server administration (RHEL, AIX, Solaris, Windows Server), with proven cross-functional incident escalation experience across Development, DBA, OS, Network, and Security teams. Experienced in on-call rotation, major incident (P1) bridge-call coordination, and CAB-reviewed change management. Track record of owning cases end-to-end, meeting SLAs, and driving continuous improvement in support processes and documentation. Comfortable working independently in fast-paced, global support environments with a strong customer-first mindset.

CORE SKILLS

- **Technical/Application Support:** 4.5+ years supporting enterprise, business-critical, customer-facing applications; case ownership from intake to resolution
- **Troubleshooting & Root Cause Analysis (RCA):** Heap dumps, thread dumps, GC logs, Oracle AWR reports, and application/server log analysis
- **Server Administration:** Linux/Unix (RHEL, AIX, Solaris) and Windows Server - OS-level troubleshooting, application deployment, and performance tuning
- **Database/SQL:** Oracle SQL querying and troubleshooting of database-related production issues
- **Scripting & Automation:** Shell scripting for support automation, log parsing, health checks, and deployment validation
- **Monitoring & Observability:** Dynatrace, AppDynamics, Heal, Grafana for proactive issue detection
- **Incident & Change Management:** On-call rotation, P1/P2 major incident bridge calls, and CAB-reviewed change implementation with rollback planning
- **ITSM & Documentation:** ServiceNow, JIRA for incident/change/case management; RCA documentation, runbooks, and knowledge base contributions
- **Networking Fundamentals:** DNS, ports, firewalls, and connectivity troubleshooting in clustered, multi-tier environments
- **Escalation & Collaboration:** Coordinated with Development, DBA, OS, Network, and Security teams during major (P1/P2) incidents
- **SLA & Process Adherence:** Maintained 99.9% application availability; resolved incidents within SLA with zero breaches on P1/P2 tickets

PROFESSIONAL EXPERIENCE

Senior Technical Engineer - Production Support

March 2025 - Present

Union Bank of India (Client) | Parishram Technologies - Hitachi Systems India

- Own and resolve customer-impacting incidents end-to-end for Internet Banking, Mobile Banking, CBS, IMPS, UPI, and LAS applications, providing 24x7 production support
- Maintained 99.9% application availability by resolving incidents within SLA, ensuring transparent and timely communication throughout the support lifecycle
- Performed root cause analysis using heap dumps, thread dumps, GC logs, and Oracle AWR (SQL) reports to identify and resolve complex technical issues
- Monitored application health and performance using Dynatrace, Heal, and Grafana to proactively detect and prevent incidents
- Supported Production and Disaster Recovery environments, including participation in DR drills to validate business continuity
- Executed zero-downtime application deployments and validated releases across clustered environments
- Partnered with Development, DBA, OS, Network, and Security teams to drive resolution of major incidents and escalations
- Authored RCA documents and implemented preventive actions, contributing to team knowledge base and process improvement
- Reduced incident resolution time by 40% and handled all P1/P2 incidents with zero SLA breaches
- Participated in 24x7 on-call rotation, providing after-hours coverage and rapid response for P1/P2 incidents

- Led and coordinated major incident (P1) bridge calls, driving cross-team resolution and stakeholder communication
- Reviewed and implemented changes through Change Advisory Board (CAB) process, preparing rollback plans to safeguard production stability
- Automated recurring health-check and log-parsing tasks using Shell scripts, [reducing manual effort by X%]
- Created and maintained runbooks/SOPs for recurring incident scenarios, improving first-response time for the support team
- Coordinated OS and application patching / vulnerability remediation activities with Security and Infrastructure teams
- Mentored junior support engineers on troubleshooting methodology, tools, and escalation processes

Lead Consultant - Middleware Administrator

October 2022 - March 2025

ICICI Bank Limited (Client) | SR Intelligent Technologies

- Administered IBM WebSphere Application Server ND across Production, UAT, and DR environments supporting Mobile Banking, InstaBIZ, SPP, Eazypay & Discovery customer-facing mobile banking applications
- Installed, configured, and maintained WebSphere and IBM HTTP Server; deployed and validated EAR/WAR application releases
- Configured application clusters to ensure high availability and business continuity for critical banking services
- Managed SSL certificate lifecycle, fix packs, and plugin configuration, reducing security and connectivity-related incidents
- Supported OpenShift-based deployments and DR activities, collaborating with cross-functional teams on infrastructure readiness
- Performed JVM heap and garbage collection (GC) tuning to optimize WebSphere application performance and stability
- Coordinated with network/load-balancer teams for traffic routing during cluster maintenance and failover events
- Led WebSphere version upgrade and patching activities across environments with minimal service disruption
- Logged and tracked vendor (IBM) support cases (PMRs) for product-level defects through to resolution

Scholar Trainee - Middleware Administrator

January 2022 - July 2022

Cognizant

- Supported WebSphere administration, application deployments, and log analysis for production troubleshooting
- Assisted in monitoring and root cause investigation for application performance issues
- Triage and prioritized incoming support tickets based on severity and business impact
- Documented recurring issues and resolution steps, contributing to the team's knowledge base

EDUCATION

Bachelor of Science (B.Sc.)

Sri Bala Sai Degree College, Krishna University

TECHNICAL ENVIRONMENT

- **Application/Web Servers:** IBM WebSphere ND, Oracle WebLogic, Apache Tomcat, IBM HTTP Server, Apache HTTP Server
- **Platforms:** RHEL, AIX, Solaris, Windows Server, OpenShift
- **Database:** Oracle (SQL, AWR)
- **Monitoring:** Dynatrace, AppDynamics, Heal, Grafana
- **Tools:** ServiceNow, JIRA, IBM UrbanCode Deploy, Bitbucket, Git, iKeyman
- **Cloud:** AWS
- **Scripting & Version Control:** Shell Scripting, Git
- **Core Competencies:** Production Support, Incident Management, RCA, SSL Management, Clustering, DR Activities, Performance Troubleshooting, Change Management, On-Call Rotation, Automation