

Amruth Panchala

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Experienced Technical Support Engineer with a robust background in deploying, maintaining, and troubleshooting products. Proficient in OS troubleshooting, SQL queries, Java-based applications, and authentication protocols.

Education details

Bachelor of Technology (EEE) – 2013 to 2017 - from J B Institute of Engineering and Technology, Hyderabad

Experience

Technical support specialist - Salesforce (June 2023 present) - Hyderabad, Telangana

- Deploy, maintain, troubleshoot and optimize Tableau products and services.
- Collaborate with customers and internal teams to identify and implement effective solutions to complex technical challenges across various operating systems.
- Install, configure, and maintain Tableau Server instances to ensure optimal performance.
- Monitor server usage, performance, and security while implementing necessary optimizations and security protocols.
- Troubleshoot network-level issues across different layers of the OSI model using tools such as Fiddler and Wireshark.
- Utilize browser developer tools for frontend troubleshooting and HAR file analysis. perform log analysis locally and utilizing Splunk searching.
- Job includes Performance Analysis, Root Cause Analysis, Data Analysis for better performance with Data Source integration, SQL query analysis, 3rd party tool integration with Tableau via JDBC, ODBC, and Web Data Connector, API Issues, Authentication and Visualization Issues.
- Part of the pilot Chat team for enhanced streamline support.
- Proficient with Splunk queries to monitor the cloud-based platforms like Tableau Cloud

Technology Lead – Infosys Limited (Feb 2021 – June 2023) - Hyderabad, Telangana

- Designed and streamlined five backup infrastructures using EMC Networker Backup Solutions to enhance data protection.
- Implemented database backup solutions including NMSAP, NMM, NMDA, Commvault iDatabase, and NetBackup for Oracle/SQL/SAP.
- Managed VM and database backups with NetBackup, Commvault, and IBM Spectrum Protect to ensure data integrity.
- Developed automated Bash and Python scripts for monitoring and administration of critical database servers.
- Created scheduled reports using EMC DPA and DPC solutions to meet client requirements and enhance backup visibility.
- Conducted root cause analysis to resolve critical issues during support phases, improving system reliability.

Project Engineer – Wipro Technologies (Nov 2017 -Dec 2020)

- Provided technical support for software and hardware issues, ensuring timely resolution and customer satisfaction.
- Achieved high customer satisfaction ratings by providing clear communication and effective problem-solving skills.
- Collaborated with cross-functional teams to escalate unresolved issues and implement effective solutions
- Managed various operating systems including Windows Server, Linux, and Unix servers with comprehensive backup configurations.
- Highly skilled in EMC NetWorker for implementation, scaling, and administration of backup solutions.
- Configured VMware backups using SAN, NBD, and HotAdd transport modes to ensure efficient data protection.
- Implemented SQL, SQL Cluster, Oracle RAC, Oracle on Exadata, Exchange, and NDMP backups in enterprise environments using NMSAP, NMDA, and Commvault iDatabase.
- Participated in a 24/7 on-call support rotation to provide immediate assistance for backup-related incidents.
- Resolved high-severity cases swiftly, delivering effective solutions to critical backup challenges.

Technical Skills

- Tableau server deployment, administration, monitoring, and optimization.
- Expertise in Windows Active directory and LDAP implementations.
- Expertise in database protection for SAP HANA, Oracle (including RAC and Exadata), DB2, and MSSQL using NMSAP, NMDA, Commvault iDatabase, and related tools.
- Storage administration and configuration with EMC, IBM, and NetApp.
- Linux, Docker containers and VMware deployment, configuration, and administration using automated Bash/Shell scripts
- SQL query writing and updating (Postgres and MySQL); experience supporting Java-based applications and API/REST integrations.
- Expertise with networking protocols (HTTPS, SSL/TLS, TCP/IP, SMTP) using Wireshark and troubleshooting, and authentication mechanism (AD, OAuth, SSO/SAML).
- Experience with browser dev tools, frontend troubleshooting, and HAR file analysis.

Certifications

- **Tableau server Certified Associate**
- **Salesforce AI associate**

