

KEERTHIVASAN KARUNANITHI

Production Support Engineer | Application Support Engineer

+91 9003986979 • keerthianbu2000@gmail.com • Puducherry, India • kkvasan.in • linkedin.com/in/keerthivasan-k
• github.com/smartkeerthi

PROFESSIONAL SUMMARY

Production Support Engineer with 4+ years of experience at Accenture India managing enterprise application stability across 10+ systems serving customer-facing and mission-critical business operations. Skilled in incident triage, root cause analysis, log-based debugging (Dynatrace, Kibana), and cloud platform monitoring on PCF and Azure ARO. Consistently resolved 100+ monthly incidents while maintaining 99.9% uptime SLAs. Builds automation scripts and internal tooling in Python and JavaScript to eliminate recurring manual tasks. Brings additional frontend development capability that accelerates defect diagnosis and UI-side fixes without waiting on development teams.

TECHNICAL SKILLS

Monitoring & Observability: Dynatrace, Kibana, Production log analysis, Alert triage

Incident & Change Management: ServiceNow, JIRA, Incident lifecycle management, SLA tracking, RCA documentation

Cloud Platforms: PCF (Pivotal Cloud Foundry), Azure Red Hat OpenShift (ARO)

Scripting & Automation: Python (health check automation, workflow scripts), Bash basics

Databases & Querying: MySQL, SQL — data validation, discrepancy resolution, production data fixes

Frontend Development: React.js, Next.js, JavaScript, HTML5, CSS3 — UI debugging & internal tooling

Version Control: Git, GitHub, Cross-functional code collaboration

PROFESSIONAL EXPERIENCE

Production Support Engineer (Custom Software Engineering Analyst) | Accenture India Private Ltd. *Jan 2022 – Present*

Enterprise Application Support | PCF & Azure ARO | Dynatrace | Kibana | ServiceNow

- Managed end-to-end L2/L3 production support for 10 enterprise applications — including 2 customer-facing portals and 3 mission-critical internal business systems — maintaining 99.9% uptime and meeting all SLA commitments
- Triage and resolved 100+ monthly incidents including 20+ high-severity production issues; performed log-based root cause analysis using Dynatrace and Kibana to isolate failures across cloud-deployed services on PCF and Azure ARO
- Proactively monitored 13 cloud-deployed applications before business hours, identifying and resolving anomalies before they escalated into user-impacting outages
- Wrote optimized SQL queries for production data validation, data discrepancy resolution, and evidence gathering during root cause analysis across multiple enterprise database environments
- Engineered 9 Python-based health check automation scripts, eliminating 130+ hours per month of manual monitoring tasks; integrated scripts with an internal HTML/JS dashboard for real-time execution visibility
- Built an internal automation monitoring dashboard using HTML, CSS, and JavaScript, enabling the team to visualize automation workflow status and execution results in real time
- Produced 108+ technical knowledge base articles including 3 Standard Operating Procedures (SOPs) and 100 structured issue resolution records, significantly reducing resolution time for recurring incidents
- Participated in cross-functional code reviews and collaborated with development teams on application stability improvements and post-incident enhancements
- Mentored junior support engineers on incident handling procedures, log analysis techniques, and knowledge documentation standards

INTERNSHIP

Software Intern – IT & Software Department | Skill Software Inc. *Mar 2021 – Jul 2021*

- Developed and tested REST APIs using Node.js as part of a MEAN Stack web application; contributed frontend UI modules including a pricing page and interview scheduling interface

- Worked with MongoDB for data storage and assisted in end-to-end module testing

PERSONAL PROJECTS

Chatzz – Full Stack Real-Time Chat App | chatzz.kkvasan.in — Next.js, React.js, Prisma ORM, Pusher WebSocket, NextAuth.js, MySQL

- Sole developer of a full stack real-time chat application — designed the database schema, built REST API routes, implemented WebSocket-based live messaging with Pusher, and deployed to production
- Demonstrates hands-on ability to debug full stack systems end-to-end, from database queries to frontend rendering — directly applicable to production issue triage

HAVK – Social Media Web App | havk-app.firebaseio.com — React.js, Firebase Realtime Database, Firebase Auth, Firebase Hosting

- Built a full-featured social platform with real-time data sync, user authentication, and cloud hosting — independently owned architecture, development, and deployment

Mobile Applications (3 Apps) — React Native, Expo

- Developed 3 cross-platform mobile apps integrating external REST APIs with multi-screen navigation and responsive layouts

EDUCATION

Bachelor of Technology – Electronics & Communication Engineering 2017 – 2021

Perunthalaivar Kamarajar Institute of Engineering and Technology (PKIET), Pondicherry University