

SATYAM SINGH

Technical Support Engineer | Application & Platform Support | Monitoring · Scripting · Escalation Management
+91 9033 610 625 | imsats625@gmail.com | Ahmedabad, India

PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years of experience troubleshooting production platforms in 24/7 environments across US healthcare SaaS and enterprise observability tooling. Comfortable working client-reported issues end to end - reviewing application logs, monitoring dashboards and API diagnostics, then driving cases to resolution or clean escalation with reproducible evidence. Day-to-day mentor to junior analysts on triage and investigation workflows, and a confident communicator with clients over phone, email and chat. Open to follow-the-sun shift rotations, weekends and holiday coverage for maintenance windows or major incidents.

TECHNICAL SKILLS

- **Support & ITSM:** Ticket lifecycle management, SLA adherence, incident and problem management, escalation management, root-cause investigation, post-incident reviews, knowledge base authoring, mentoring
- **Monitoring & Observability:** Splunk (SPL, dashboards), Dynatrace (DPL patterns), Datadog (monitors, alerts), application log analysis, diagnostic tooling
- **Scripting & Programming:** Python, Bash shell scripting, SQL (JOINS, stored procedures, DML)
- **Operating Systems & Infrastructure:** Linux administration, Docker, networking fundamentals, AWS (networking and data engineering concepts)
- **APIs & Integrations:** RESTful API troubleshooting, third-party integration diagnosis, HTTP request/response analysis
- **Collaboration Tools:** Confluence-style KB documentation, Slack, ITSM ticketing platforms, Excel
- **Client Communication:** Phone, email and chat support; technical writing for mixed technical and non-technical audiences; cross-region handovers
- **Languages:** English, Hindi, Gujarati

PROFESSIONAL EXPERIENCE

Crest Data Systems - Ahmedabad, India

Observability Engineer (promoted from Technical Support) | Aug 2025 - Jun 2026

- Promoted from E3 Technical Support after consistently owning escalated cases end to end and building dashboards across Splunk, Dynatrace and Datadog that surfaced service degradation before it reached customers.
- Investigated production incidents by reviewing application logs and monitoring data, then escalated to engineering and third-party vendors with reproducible evidence, verified fixes and closed the loop with affected clients.
- Wrote solution based resolution and triage guides into the team knowledge base, giving newer engineers a repeatable path for recurring issues and cutting time-to-triage on similar tickets.
- Administered Linux hosts, wrote Bash scripts for health checks and log automation, ran Docker-based services and queried service logs with SQL during incident investigations.

Meditab Software Inc. - Ahmedabad, India

Support & Implementation Analyst - US Healthcare | Dec 2022 - Jul 2025

- Held client-facing L2 support across a 24/7 production environment covering US time zones, working tickets, phone calls and chat with billing operations and clinical users under tight SLAs.
- Resolved 68% of escalated Tier 2 cases without further escalation by combining application log review, SQL queries and RESTful API diagnostics, and kept clean case history in the ticketing system for downstream review.

- Diagnosed third-party API integration failures behind billing and reporting gaps, packaged findings for engineering, and communicated status to both technical contacts and non-technical stakeholders through resolution.
- Ran multi-table SQL JOINS, stored procedures and DML operations to trace data discrepancies, verify record accuracy and generate audit-ready reports during compliance reviews.
- Mentored newer analysts on billing investigation workflows and ticket handling, and pitched process changes to the product team that reduced repeat-case volume.

Jekson Vision - Ahmedabad, India

Development & Support Engineer | Jul 2019 - Jul 2020

- Supported customers across India on hardware and software issues, and contributed to proof-of-concept builds alongside cross-functional engineering teams.

EDUCATION

MBA, Information Technology — Parul University, 2023 (CGPA 7.51)

B.Tech, Information Technology — Parul University, 2019 (CGPA 6.77)

ADDITIONAL INFORMATION

- Availability: 24/7 follow-the-sun rotations, weekend coverage and holiday shifts for maintenance windows or major incidents
- Notice Period: immediate – Available to join right away