Gogulnath Kulothungan

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SUMMARY

Technical and Production Support Engineer with 4+ years of experience supporting business-critical systems in enterprise environments. Strong background in ITIL-aligned incident and problem management, root cause analysis, and production issue resolution. Proven ability to collaborate across development, infrastructure, and operations teams to restore services quickly and prevent recurrence. Experienced in documentation, knowledge sharing and automation, with a strong focus on operational stability, security compliance, and service quality.

SKILLS

Production & Technical Support:

L1/L2/L3 production support, production system monitoring, incident and problem management (ITIL-aligned), major incident handling, root cause analysis (RCA), service restoration, on-call and after-hours support, escalation management, SLA/OLA adherence, MTTR reduction.

Monitoring & Troubleshooting:

Application and infrastructure monitoring, alert triage, log analysis, performance monitoring, capacity analysis, proactive issue detection, system health checks, observability tools.

Change, Release & Operations:

Production release support, patching and configuration changes, change management, rollback planning, post-deployment validation, preventive maintenance, operational readiness.

ITSM & Service Management:

ServiceNow, Jira, Remedy (or similar tools), incident/request/change tracking, ticket documentation, audit readiness, KPI reporting, service quality improvement.

Documentation & Knowledge Management:

Runbooks, SOPs, knowledge base articles, troubleshooting guides, FAQs, operational documentation, knowledge sharing and team enablement

Automation & Continuous Improvement:

Process optimization, automation support, incident trend analysis, preventive controls, operational efficiency improvements.

Collaboration & Communication:

Cross-functional coordination with development, infrastructure, cloud, security, and vendor teams, stakeholder communication, escalation communication, customer-focused support, de-escalation techniques.

WORK EXPERIENCE

Valeo Pvt. Ltd.   **Jan 2023 – Jan 2024**
Cloud Infrastructure Engineer II   **Chennai, India**

- Monitored enterprise backup and data protection platforms to ensure that the data remains available around the clock, proactively detecting job failures, storage capacity risks, and infrastructure anomalies before they affected operations.
- Delivered tiered (L1/L2) production support for backup, restore and disaster recovery requests, ensuring timely resolution of business-critical system incidents
- Coordinated major incident response requires high-severity backup or restore outages, creating the need for real-time communication and coordination among infrastructure, database, cloud, and security teams.
- Conducted thorough root cause analysis (RCA) of recurring backup failures due to configuration drift, resource and/or application dependencies, implementing permanent fixes for preventing recurrence.
- Supported production changes and releases such as backup policy modifications, media agent upgrades and storage integrations, validating system stability and recovery functionality post-deployment.
- Performed disaster recovery and restore validation exercises to verify recoverability of data in on-prem and cloud environments in accordance with specified RPO and RTO requirements
- Supported cloud-hosted backup and recovery workloads across AWS and Azure, managing object storage integrations, network connectivity, and cloud service limits to ensure reliable data protection operations.

Tata Consultancy Services   **Aug 2020 – Jan 2023**
Data Protection Engineer   **Chennai, India**

- Measured and analyzed operational performance metrics such as the success rate of backups, incident trends and resolution times to support service reviews and continuous improvement initiatives.
- Provided 24x7 on call and after-hours support responding to emergency incidents and restore requests during weekends and holidays to support uninterrupted business operations.
- For example: Authored and maintained runbooks, SOPs, and recovery documentation for the ability to consistently execute backup operations and quickly resolve issues in case of a production incident.
- Worked with application owners, DBAs, cloud engineers and outside vendors to troubleshoot complex and multi-domain data protection issues impacting enterprise workloads.
- Managed incident lifecycles within ITSM platforms (JIRA / ServiceNow), including correct classification of tickets, handling escalations, compliance reporting and audit preparation.
- Identified and implemented process improvements and automation opportunities in backup monitoring, reporting and alert handling to improve efficiency and reduce the need for manual intervention.
- Troubleshot cloud infrastructure–related issues impacting backup performance and availability, including IAM permissions, storage latency, API throttling, and regional service disruptions.

EDUCATION

Cleveland state University   **Jan 2024 – Dec 2025**
Master's in information systems   **Cleveland, OH**

- Relevant Coursework: Systems design, Database management, Cloud computing, Data analytics, CRM, Business Analysis, AI/ML, Deep Learning, Advance Cloud security concepts.

CERTIFICATIONS

- Google Security Foundation
- Oracle Cloud Infrastructure AI Foundation
- Python Fundamentals -NIIT
- Microsoft Security Essentials

HACKATHON

Microsoft Azure Open Hack-Dallas 2025

Participated in the Microsoft Azure Open Hack, gaining hands-on experience with Azure AI and machine learning services. Explored Azure Data & ML services, Azure Vision Studio for image recognition, RAG patterns, and developing NLP APIs using Azure AI Search and Azure AI Foundry, enhancing practical skills in cloud-based AI solutions.

Skills/Tools: Azure AI, Machine Learning, NLP, Vision Studio, RAG