

SAI MANIKANTA NALLALA

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Professional Summary

Application Support Engineer with 1+ years of experience supporting live production applications at client location (NPCI). Skilled in SQL, Linux, and log monitoring for issue identification and resolution. Experienced in troubleshooting, incident handling, and ensuring smooth application performance. Seeking to contribute to a reliable and performance-driven support team.

EXPERIENCE

Olive Crypto Systems | Application Support Engineer April 2025 - Present

- Worked at client location (National Payments Corporation of India (NPCI)) while being employed by Olive Crypto System, supporting a live production application.
- Provided end-to-end application support, including issue analysis, troubleshooting, and resolution.
- Used SQL to query databases, analyze data issues, validate records, and generate reports for incident resolution.
- Worked on Linux servers for application monitoring, log analysis, file handling, and command-line operations.
- Monitored application logs to identify errors, track system behavior, and ensure smooth functioning of production systems.
- Collaborated with cross-functional teams to resolve issues and maintain application stability.
- Ensured system reliability through proactive monitoring and quick incident response.
- Handled incident tickets and service requests within defined SLAs, ensuring timely resolution and effective communication with stakeholders.

Localville | Software Developer Intern January 2023 - June 2023

- Responsible for creating interactive web pages by utilizing HTML, CSS and React to develop dynamic and engaging user interfaces.
- Created APIs using PHP and MYSQL to improve website functionality and user experience. Contributed to the development of a new feature that resulted in increase of user engagement.
- Collaborated with team members to troubleshoot and resolve technical issues.

Training & Skills Development

QSpiders-Software Testing Training institute December 2024 - April 2025

- Completed comprehensive training in Manual Testing, SQL, Java, and Selenium Automation.
- Gained strong understanding of SDLC and STLC, testing methodologies, and real-time testing processes.
- Hands-on experience in test case design, execution, and defect reporting using industry-standard practices.
- Practiced SQL queries for data validation, backend testing, and database verification.
- Worked on Selenium automation basics for functional testing of web applications.
- Gained exposure to FireFlink automation tool, creating and executing NLP-based automation scripts.
- Understood defect life cycle, severity, and priority in real-time project scenarios.
- Participated in mock projects simulating real-world testing environments.

PROJECTS

[ExploreEase](#) | [Link](#)

Used Skills: Reactjs,Nodejs,MongoDB,APIs

- Developed ExploreEase, a location-based web application to discover nearby tourist destinations easily.
- Enabled users to explore temples, beaches, forts, waterfalls, and cultural spots with detailed information.
- Implemented map integration to provide real-time navigation and directions to selected destinations.
- Designed a user-friendly interface for quick search and seamless browsing of tour locations.
- Provided location-based and interest-based recommendations to enhance user experience.

SKILLS

Testing Skills: Manual Testing, Test Case Design, STLC, Bug Reporting.

Database & OS Skills : SQL (Joins, Subqueries, CRUD Operations, Data Validation),Linux Operating System (Basic Commands, Log Analysis, File Management).

Web Technologies: Reactjs.

Automation Basics: FireFlink Automation Tool , Test Automation using NLP-based test scripts.

EDUCATION

Aditya College Of Engineering, Surampalem

August 2019 - June 2023

Bachelor of Technology, Computer Science And Engineering
CGPA : 6.72

Aditya Junior College , Kakinada

June 2017 - April 2019

Intermediate, MPC CGPA : 8.46

ADDITIONAL INFORMATION

- **Languages:** English, Telugu.
- **Certifications:** Internet Of Things - NPTEL , Web Development - NullClass , Javascript - HackerRank , Software Testing Certification – QSpiders .
- **Awards/Activities:** Performer of the Week – Recognized for exceptional performance on a high-priority project during internship.