

SUBRAHMANYA GAONKAR

Customer Support Engineer II | Data Integration & ETL Support | Fivetran | SAP PI/PO | Incident Management | AMFI Registered Mutual Fund Distributor

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PROFESSIONAL SUMMARY

Results-driven IT professional with over six years of experience in technical support, troubleshooting, customer support, product support, production support, incident handling, SAP integration environments, and modern data integration workflows. Experienced with Fivetran connector support, API and SQL fundamentals, ETL concepts, cloud/database systems, secure connectivity, escalation management, process documentation, and customer service excellence.

CORE COMPETENCIES

Customer Support & Service Excellence
Troubleshooting & Problem Solving
Incident & Escalation Management

API, SQL & ETL Concepts
Data Integration & Warehousing
Fivetran Connector Support

SAP PI/PO & Integration Environments
Networking & Authentication Basics
Process Improvement & Documentation

WORK EXPERIENCE

Customer Support Engineer II, Fivetran India Pvt. Ltd. - Bengaluru (Remote)

February 2026 - Present

- Promoted to Customer Support Engineer II, continuing advanced support for data integration, connector troubleshooting, secure networking, incident coordination, and customer escalations.
- Support enterprise customers across Fivetran connectors, replication workflows, endpoint/firewall setups, Private Links, SSH tunnels, and proxy agents.

Customer Support Engineer I, Fivetran India Pvt. Ltd. - Bengaluru (Remote)

January 2024 - February 2026

- Resolved 70+ support tickets per month across low to moderate complexity while maintaining SLA adherence.
- Investigated and resolved issues across 400+ Fivetran connectors and secure data replication setups.
- Maintained 100% CSAT for 12 consecutive months with consistent positive customer feedback.
- Handled enterprise escalations and coordinated cross-functional teams during critical incidents, including customer updates and status-page communication.
- Reported product bugs and improvement opportunities through Jira in collaboration with engineering teams.

Product Support Engineer, SAP Labs India via R-Labs - Bengaluru (Remote)

April 2022 - January 2024

- Specialized in troubleshooting SAP PI, SAP NetWeaver XI/PI/PO, and integration environment issues.
- Managed 130+ components, improving queue management and reducing response time by 20%.
- Created and maintained knowledge base articles, conducted product training sessions, and used ServiceNow for case management and incident resolution.

Production Support Analyst, Tata Consultancy Services - Bengaluru (Remote)

February 2020 - December 2021

- Worked in Deutsche Bank financial production environments under the TCS-DB partnership.
- Monitored and debugged financial data warehouse systems, ensuring timely recovery and minimal downtime.
- Handled incidents and alerts from system, network, application, and database monitoring tools.
- Maintained Confluence support documentation and identified recurring issues for development-level fixes.

TECHNICAL SKILLS

Ticketing: Zendesk, ServiceNow, Jira
Platforms: Fivetran, SAP PI/PO, Control-M
Programming: Java, C, SQL, HTML

Data: API Integration, Data Replication, ETL,
Warehousing
Ops: Monitoring, Automation, Incident Management
Docs: Knowledge Base, Confluence, Process
Documentation

EDUCATION

Bachelor of Engineering - Automation and Robotics Engineering, KLE Technological University, Hubli | 2015 - 2019 | CGPA: 8.03

Pre-University - Science, YTSS PU College, Yellapur | 2013 - 2015 | GPA: 3.8 / 4.0

ADDITIONAL DETAILS

AMFI Registered Mutual Fund Distributor | Preferred Work Location: Remote | Languages: English, Kannada, Hindi, Sanskrit
| Interests: Social volunteering, gardening, farming, and trading