Anvesh Shetty

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in Anvesh Shetty ○ Anvi-dev

Summary

Technical Support Engineer with 2 years of experience assisting global customers in resolving **website, email, DNS, SSL, and hosting issues**. Skilled in using tools like **Genesys Cloud, Pega, WordPress, and cPanel** to diagnose and resolve technical problems while maintaining high **CSAT, AHT, and FCR** scores. Proficient in **Linux troubleshooting, domain configuration, and server management**. Strong communicator with proven ability to guide customers step-by-step. Basic exposure to **AWS services (EC2, S3, Route 53)** and eager to apply support expertise in cloud-enabled environments.

Skills

Tech Support Tools: Genesys Cloud, Pega, cPanel, WordPress, Website Builders
Web Hosting & Email: DNS, Email Configuration, SSL/TLS, Domain Setup, Hosting Troubleshooting
System & Server: Linux (CLI), Basic Networking, Firewalls, Proxy, Security Certificates
Cloud Exposure: AWS (EC2, VPC, S3, RDS, Route 53, IAM), Basic CI/CD, Docker, Jenkins, Kubernetes
Soft Skills: Customer Communication, Issue Resolution, Ticket Management, Team Collaboration

Professional Experience

UnifyCx (Newfold Digital)   Aug 2023 – Present
Technical Support Engineer

- Delivered technical support via **Genesys Cloud**, resolving website, email, DNS, and SSL issues for global customers.
- Achieved strong performance metrics: **high CSAT, reduced AHT, improved FCR**.
- Guided customers in **cPanel, WordPress, and website builder platforms**, ensuring smooth hosting and application usage.
- Used **Pega** to track, diagnose, and escalate complex cases to engineering teams.
- Applied **Linux commands** for server-side troubleshooting, enhancing uptime and reliability.
- Assisted in SSL installations, domain transfers, and DNS propagation checks.

Projects

AWS Scalable Web Architecture (GitHub)
Designed a secure 3-tier architecture on AWS with **VPC, public/private subnets, ALB, ASG, RDS, Route 53, CloudFront, IAM, and CloudWatch** for high availability and scalability.

CI/CD with Jenkins, Docker & Kubernetes
Built a **CI/CD pipeline** using Jenkins integrated with GitHub, automated container builds with **Docker**, and deployed workloads on a **Kubernetes cluster** (Pods, Services, Deployments). Configured monitoring with **Prometheus + Grafana**.

Education

S.D.M.(Autonomous) College, Ujire   *September 2020 – July 2023*
Bachelor of Computer Applications; CGPA: 8.36

Gurukripa P.U College Ballyotu, Hosmar   *August 2018 – March 2020*
Pre-University Course; CGPA: 8.78

Certifications

AWS Solutions Architect – Associate (2024) [Certificate]
DevOps Certification (2024) [Certificate]