

Donthula Sharath Chandra

Jr. Software Engineer, Hyderabad

Phone: +91-7032158014 | Email: donthulasharath25@gmail.com | GitHub: github.com/sharath2525 | LinkedIn: linkedin.com/in/d-sharath-chandra

PROFESSIONAL SUMMARY

IT graduate working as a Jr. Software Engineer, currently supporting healthcare applications within a GxP-regulated environment. Core responsibilities include resolving P1 to P3 incidents using ServiceNow and JIRA, performing Root Cause Analysis (RCA), monitoring application performance through Dynatrace, validating data through Oracle SQL, and building PowerShell and Power Automate automations to reduce manual effort in support operations. Alongside this role, I am actively building Generative AI engineering skills through self-driven personal projects, including LLM API integration (OpenAI, Anthropic Claude, Hugging Face, OpenRouter, Groq), LangChain, LangGraph, prompt engineering, and Retrieval-Augmented Generation (RAG), along with end-to-end workflow automation using n8n for use cases such as social media content generation, WhatsApp customer support bots, SSL certificate monitoring, website scraping, and email automation. I combine strong incident-management and root-cause-analysis discipline with practical GenAI and backend API skills to build intelligent, production-ready automation solutions.

TECHNICAL SKILLS

Generative AI & LLMs: Prompt Engineering, Retrieval-Augmented Generation (RAG), Agentic AI, OpenAI GPT, Anthropic Claude, Google Gemini, Meta Llama, Gemma, LangChain, LangGraph, Hugging Face, OpenRouter, Groq, Embeddings, Vector Search

Machine Learning & AI: Machine Learning, Deep Learning, Transformers, TensorFlow, Keras, Scikit-learn, NLTK, NumPy, Pandas, Matplotlib

AI Automation & GenAI Tools: n8n, ChromaDB, OpenAI Function Calling, Streamlit, Microsoft Copilot, Power Automate, PowerShell

Backend & API Development: Python, Flask, REST APIs, API Integration, Webhooks

Programming & Databases: Python, JavaScript, Java, .NET, SQL, Oracle SQL

ITSM & Application Support: ServiceNow, JIRA, Dynatrace, Incident Management (P1 to P3), Root Cause Analysis (RCA), CAPA, SLA Management, Production Support, Log Analysis, Troubleshooting

DevOps & Cloud: Git, GitHub, Docker, Linux/Unix, AWS (Foundational)

Testing: Unit Testing, Integration Testing, Debugging

Domain Knowledge: Healthcare IT, GxP Compliance, HIPAA Awareness, ITIL Framework

WORK EXPERIENCE

Jr. Software Engineer | Cognizant Technology Solutions, Hyderabad, India

October 2024 - Present

- Resolve P1 to P3 incidents, service requests, and problem tickets using ServiceNow and JIRA, ensuring SLA compliance; perform Root Cause Analysis (RCA) to prevent recurring issues.
- Monitor application performance and analyze logs, alerts, and transaction flows for issue diagnosis using Dynatrace, within GxP-regulated environments.
- Perform unit testing, integration testing, and debugging to validate fixes and ensure application stability before deployment.
- Execute Oracle SQL queries for data validation, database mapping, and troubleshooting; support business and functional issue analysis.
- Support application upgrades and release activities; coordinate deployments with vendors and internal stakeholders; perform post-deployment validation and production monitoring.
- Provide L2/L3 application support including production troubleshooting, deployment support, use of application troubleshooting tools, and small enhancements in .NET.
- Set up monitoring tools to proactively generate alerts on application issues.
- Develop AI-assisted PowerShell automation scripts to streamline application upgrade tasks.
- Build Power Automate workflows to automate repetitive daily tasks and optimize manual effort across support operations.
- Use Generative AI tools (ChatGPT, Microsoft Copilot) to automate log summarization, accelerate RCA documentation, and improve first-level triage efficiency, self-initiated to explore GenAI application in support operations.

GENERATIVE AI PROJECTS

Document Q&A Chatbot using RAG (Python, Hugging Face Sentence-Transformers, ChromaDB, Streamlit)

- Built a retrieval-augmented chatbot that answers questions from PDF documents using semantic search over embedded text chunks.
- Designed prompt templates to ground LLM responses strictly in retrieved context, reducing irrelevant or fabricated answers.

LLM-Integrated Workflow Automation (n8n, OpenAI API, Webhooks)

- Built an automated n8n workflow that ingests incoming data, processes it through an LLM API, and routes structured output to a destination service, using API-key and environment-variable based secrets management.

AI Incident Triage & RCA Assistant (Python, OpenAI Function Calling, ChromaDB, Flask)

- Developed an AI-powered incident triage agent that leverages RAG to retrieve similar historical incidents, classify severity levels, and generate Root Cause Analysis (RCA) reports.
- Implemented function-calling workflows to automate ticket creation and human escalation decisions based on confidence scores, improving incident response efficiency.

Additional GenAI Automation Projects (n8n, LLM API)

- Customer Support WhatsApp Bot: built an n8n-based WhatsApp bot integrated with an LLM to automatically answer customer queries.
- SSL Certificate Monitoring: automated n8n workflow that monitors SSL certificate expiry and sends AI-summarized alerts.
- Website Scraping using LLMs: automated scraping workflow that extracts and summarizes website data using an LLM.
- Email Automation: automated email workflow that uses an LLM to draft and route responses.

EDUCATION

Bachelor of Technology, Information Technology, Vardhaman College of Engineering, Hyderabad

2020 - 2024 | CGPA: 7.03

CERTIFICATIONS & ACHIEVEMENTS

- Publication: "Personalized Mental Health Analysis Using AI", IEEE ADICS International Conference, 2024