Sai Akash Nekkanty

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Professional Summary

Client-focused IT Specialist and Business Analyst with **5+ years** of experience delivering scalable **SaaS, cloud, and integration solutions** across healthcare, education, and SaaS domains. Expert in automating workflows, troubleshooting complex integrations, and supporting enterprise clients in North America. Proven track record reducing SLA breaches by 40%, accelerating deployment cycles, and mentoring teams to improve operational efficiency and service quality.

Skilled in driving user-centric support, automating workflows, and optimizing service delivery using tools like **Freshservice, Active Directory, Microsoft 365**, and **Rocketlane**. Hands-on with designing and deploying cloud-native architectures on **AWS (ECS, RDS, S3, Cognito)** and building microservices-based platforms using **Docker, Django REST Framework, React.js**, and **PostgreSQL**. Strong foundation in networking fundamentals **(TCP/IP, IPv4/IPv6),** security best practices, and Agile methodologies.

Professional Experience

Senior IT Support Analyst

Kids Help Phone, Toronto, ON   *Sep 2024 – Present*

- Led root cause analysis for escalated incidents, reducing average resolution time by 30% using **Sysinternals, Defender for Endpoint, and Intune logs.**
- Automated account provisioning, mailbox policies, and license audits with PowerShell, cutting manual effort by 50% and eliminating provisioning errors.
- Managed macOS fleet with **Jamf** and enforced cross-platform **MDM compliance via Intune,** increasing device security posture by 25%.
- Conducted internal IT audits across **Azure AD, M365, and Endpoint Security policies,** improving compliance and reducing policy violations by 20%.
- Mentored **5 junior analysts** on scripting, **SaaS troubleshooting, and enterprise tool usage**, boosting team efficiency and reducing escalations by 15%.
- Owned SaaS escalation workflows and vendor tickets for **Salesforce, Zoom, Jira, and M365**, maintaining SLA compliance.

IT Support Specialist

Kids Help Phone, Toronto, ON   *Aug 2023 – Sep 2024*

- Resolved L1/L2 issues across **Windows, macOS, Linux, and Ubuntu** systems, improving end-user satisfaction by 20%.

- Managed users via **Active Directory, Azure AD, and Microsoft 365 Admin Center**, streamlining user lifecycle management.
- Deployed and maintained endpoints using Intune, Windows Autopilot, and BitLocker, enhancing endpoint security and compliance.
- Automated log collection, user cleanup, and event parsing using **PowerShell and Bash**, saving 15 hours of manual work weekly.
- Diagnosed **IP/DNS** issues with **IPv4/IPv6 and TCP/IP**, reducing network-related tickets by 10%.
- Tracked and resolved support tickets via Freshservice, consistently achieving 98% SLA adherence.

Senior IT Integration & Implementation Consultant (Team Lead)
LeadSquared, Bangalore, India   *Jan 2021 – Dec 2022*

- Architected and implemented *REST API integrations* with *Athena EMR, ModMed, Stripe, Zapier, and CallTrackingMetrics*, improving data sync reliability by 40% and accelerating client onboarding.
- Designed scalable automation flows in *LeadSquared CRM* using trigger-based rules, API connectors, and lead routing logic, improving SLA compliance by 40%.
- Built cross-platform analytics dashboards with *Power BI, Tableau, and Zoho BI* to track sync health, funnel performance, and campaign attribution for *North American clients.*
- Oversaw full API lifecycle: *schema definition (JSON), access control (token/key),* request validation, and error handling with *Postman and Swagger.*
- Conducted data mapping, cleansing, and transformation using *SQL, Excel macros, and custom middleware* scripts for system interoperability.
- Collaborated with DevOps and infra teams to troubleshoot production deployment issues in *AWS,* focusing on latency, token expiration, and webhook delivery failures.
- Led *UAT execution in Jira*, logging integration defects, regression test results, and feature validation for go-live readiness.
- Authored SOPs, runbooks, and integration playbooks in *Confluence*, standardizing delivery across multiple high-impact accounts.
- Mentored junior analysts and onboarding interns on *API testing, bug triaging, Jira workflows, and client communication* best practices.
- Managed project timelines, change requests, and stakeholder updates using *Rocketlane,* ensuring on-schedule delivery with full technical transparency.

IT Business Analyst (Professional Services)
LeadSquared, Bangalore, India   *Jan 2020-Jan 2021*

- Executed RESTful API validation and debugging with *Postman*, improving cloud data sync reliability by 25%.

- Created **Power BI and Excel dashboards** for North American clients, delivering **KPI** visualization and campaign analytics.
- Automated *SQL queries and PowerShell scripts* for **ETL** and reporting workflows, saving 20% manual effort.
- Collaborated on **AWS** cloud environment troubleshooting to optimize CRM deployment uptime and scalability.
- Conducted data migration audits using advanced **SQL** *validation* for legacy-to-cloud transitions.
- Monitored system health with *Zoho BI and Excel*, proactively alerting on performance deviations.
- Managed *RBAC and MFA* configurations in **LeadSquared CRM** to meet enterprise security standards.
- Coordinated Agile sprint planning and issue tracking via **Jira** and documentation via **Confluence**.

Technical Stack

Languages: SQL, PL/SQL, Bash Scripting, PowerShell
Cloud Platforms: AWS (EC2, ECR, ECS, IAM, RDS, S3, Cognito), Azure (Basics)
CRM/ERP: Salesforce, LeadSquared
Tools & Frameworks: API Testing (Postman, Swagger), Browser DevTools, Slack, Confluence, Active Directory, Jamf, Intune
Ticketing & Monitoring: Freshservice, Jira, Service Desk, Zendesk, Zoho BI
Development: Django REST Framework, React.js, Docker, PostgreSQL

Education

Master of Science in Information Systems
Northeastern University, Toronto, ON
Courses: Advanced Database Systems, Network & Cloud Computing, Software Engineering, Data Science Engineering.
Bachelor of Engineering in Electronics and Communication
SRM Institute of Science and Technology, Chennai, India
Gained hands-on experience in system design, software programming, and real-time applications.

Certifications

- LeadSquared Product Certification **(Saas)- Leadsquared**
- AWS Fundamentals – **Coursera**
- Introduction to the Internet of things and Embedded systems – **UCI**
- IT Support Specialist Professional Certificate - **Google**

PROJECT EXPERIENCE

Cloud-Based E-commerce Deployment

- Developed a **full-stack microservices-based e-commerce platform** using **Django REST Framework** (backend) and **React.js** (frontend).
- Built modular services for authentication, product catalog, cart, checkout, and payment processing, ensuring independent scalability and maintainability.
- **Containerized** the application using **Docker & Docker Compose** for streamlined local development and orchestration.

  Deployed to **AWS Cloud** using:
    - **ECS (Fargate)** for container hosting with **auto-scaling**
    - **RDS (PostgreSQL)** for persistent storage
    - **Cognito** for secure user authentication
    - **API Gateway + WAF** for secure request routing
    - **S3 + CloudFront** for hosting and caching the frontend
    - **CloudWatch** for real-time monitoring and logging
    - Validated scalability via **Postman API load testing**, simulating 200+ concurrent user requests.
    - Wrote **unit and integration tests** using unittest and requests to verify authentication, cart, and payment flows.
    - Designed **HLD and LLD architecture diagrams**, applying cloud-native design principles.
    - Ensured **security, reliability, and observability** through IAM policies, ECS health checks, RDS failover testing, and CloudWatch alerts.

CRM Integration and API Testing

- Integrated a custom CRM platform with external systems such as **Athena EMR, CallTrackingMetrics, Gravity Forms, and DocuSign** using RESTful APIs and JSON-based payloads.
- Conducted **end-to-end API testing** with **Postman**, verifying authentication, response structures, and data mapping accuracy across platforms.
- Validated **real-time data synchronization** to ensure consistent sales engagement metrics, lead tracking, and reporting accuracy for client-facing teams.
- Handled **API token management**, URL whitelisting, and payload schema validation for secure and reliable system communication.
- Investigated and resolved common API issues including **timeout errors, malformed requests, webhook failures**, and version mismatches.
- Collaborated closely with engineering and QA teams to triage integration-related bugs, recreate issues in staging, and validate fixes.
- Created **integration flow diagrams, mapping sheets, and client-facing documentation** to support both internal handovers and customer onboarding.
- Designed automation scripts using **Python and AWS CLI** for **scheduled data backups**, log collection, and restore workflows, increasing system reliability and compliance.
- Partnered with customer success and product teams to ensure that API-related enhancements aligned with business needs and user feedback.