

SWET SAGAR

Product Support Engineer · Python Developer · Data Engineer

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[linkedin.com/in/swet-sagar93](https://www.linkedin.com/in/swet-sagar93) | github.com/SwetSagar | Open to Hybrid / On-site / Remote

PROFESSIONAL SUMMARY

Versatile Systems Analyst and Python Developer with hands-on experience in enterprise data platforms, back-end development, and product support engineering. Proven record of owning end-to-end incident management for Informatica PowerCenter environments—improving P1/P2 SLA from ~80% to 96%—while building RESTful APIs and automating workflows with Python and Django. Certified Google Data Analytics Professional and Meta Back-End Developer with strong foundations in SQL, relational databases, Linux, and data engineering pipelines. Adept at root-cause analysis, cross-functional collaboration, and translating complex technical findings into clear customer communication in high-stakes production environments.

CORE TECHNICAL SKILLS

Languages	Python 3, SQL, Bash / Shell Scripting
Frameworks	Django, REST APIs, Django REST Framework
Databases	MySQL, Relational Databases, Data Modeling, ETL/ELT Pipelines
Data & Analytics	Informatica PowerCenter, Data Engineering, Tableau, Data Cleaning & Visualization
Infrastructure	Linux (Ubuntu/CentOS), TLS/SSL, Proxies, Load Balancers, System Upgrades
Support & Ops	End-to-End Incident Management, Root-Cause Analysis, SLA Management, Runbook Authoring
AI / ML Adjacent	Generative AI, Prompt Engineering (IBM certified), Google AI Essentials
Certifications	Google Data Analytics · Meta Back-End Developer · Informatica PowerCenter L1 & L2 · HackerRank Python & SQL

PROFESSIONAL EXPERIENCE

Associate Technical Support Engineer | Salesforce Jul 2026 – Present

Cloud CRM Technical Support

- Joined Salesforce's Technical Support organization in July 2026, transitioning from enterprise data-platform incident management (Informatica) to cloud CRM technical support — scope and accomplishments to be added as the role develops.

Systems Analyst / Product Support Engineer | TeamLease Services (Informatica) May 2024 – Jul 2026

Enterprise Support · Python Scripting · Data Platform Incident Management

- Owned end-to-end product support for enterprise customers on Informatica PowerCenter—covering triage, lab reproduction, root-cause analysis, fix validation, and customer communication—resolving 100–180+ cases annually.
- Improved P1/P2 incident-response SLA from ~80% to over 96% by authoring standardised runbooks, leading cross-functional war rooms with engineering, and automating repetitive triage steps using Python scripts.
- Raised non-bug closure SLA from 69% to 80% while maintaining an average 7–8 day time-to-close by aggressively prioritising aging queues and unblocking deployment pipelines.
- Maintained 4.7–5.0/5 CSAT by delivering detailed root-cause analyses in plain language, preventative hardening recommendations, and proactive status updates on complex data infrastructure outages.
- Diagnosed and resolved advanced technical issues including TLS handshake failures, security vulnerabilities in PowerCenter 10.5.x releases, proxy/load-balancer misconfigurations, and gateway outages via deep log analysis and packet captures.
- Leveraged SQL and Python to query customer databases, validate ETL pipeline output, and reproduce data-quality defects in controlled lab environments, accelerating fix delivery.

Independent Researcher & Open-Source Contributor | Self-employed

Jan 2019 – Feb 2024

- Conducted extensive, multi-year structured research in governance, macroeconomics, and public administration, applying systematic data gathering and analytical frameworks comparable to data analyst workflows.
- Built and maintained an open-access GitHub knowledge base—structured as a queryable repository—demonstrating version control proficiency, documentation best practices, and information architecture skills.
- Scored 105 in UPSC GS Paper I (Mains 2022), evidencing strong structured problem-solving and written communication under pressure.

Career Break – Competitive Examination Preparation | Independent *Nov 2016 – Dec 2017*

- Achieved 95th percentile in VARC and 91st percentile in LRDI in CAT 2016 (IIM Ranchi shortlist), demonstrating quantitative aptitude and logical reasoning applicable to software and data roles.
- Cleared preliminary rounds of RBI Grade B and SBI PO, requiring mastery of macroeconomic indicators, quantitative aptitude, and banking frameworks.

E-Service Associate | HiPower Support Centre *Jan 2018 – Nov 2018*

- Delivered high-quality product support and technical troubleshooting, resolving customer service issues and improving satisfaction metrics.

Internship Trainee | Steel Authority of India Limited (SAIL – Bokaro Steel Plant) *May 2014 – Jun 2014*

- 5-week industrial internship analysing operational frameworks and inter-departmental data flows in a large-scale manufacturing facility.

EDUCATION

Master of Arts, History | Indira Gandhi National Open University (IGNOU) *Jul 2024 – Jul 2026*

- Structured research, critical writing, and synthesis of large information corpora.

Bachelor of Technology, Chemical Engineering | SRMIST, Kattankulathur, Chennai *Jun 2012 – Nov 2016*

- Process design, thermodynamics, kinetics, and heat/mass transport using MATLAB. Final project: modelling formalin production from methanol.

CERTIFICATIONS

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| ▪ Google Data Analytics Professional | ▪ SQL Intermediate & Basic – HackerRank |
| ▪ Meta Back-End Developer Professional | ▪ Python Basic – HackerRank |
| ▪ Informatica PowerCenter Developer L1 & L2 | ▪ Google AI Essentials |
| ▪ Python 3 Programming – University of Michigan | ▪ Generative AI: Prompt Engineering – IBM |
| ▪ 100 Days of Code: Complete Python Bootcamp | ▪ Complete Linux Training Course – Udemy |

HONOURS & ACHIEVEMENTS

- UPSC Civil Services: Cleared Prelims 2020 & 2022; scored 105 in GS Paper I Mains 2022.
- CAT 2016: 95th percentile VARC, 91st percentile LRDI — IIM Ranchi HR Management shortlist.
- NDA Exam: All India Rank 233; Recommended by 11 SSB Allahabad (leadership, logical reasoning, stress management).
- NIFT B.F.Tech Entrance: All India Rank 14 nationwide.