

JAYARAM KARAMTHOD

Data Engineer & GenAI Specialist

rathodjayaram123@gmail.com | +91 9618939006 | Hyderabad, India | LinkedIn: rathod-jayaram-2ab279177 |

Portfolio

PROFESSIONAL SUMMARY

Results-driven Data Engineer, Technical Support Specialist, and GenAI Expert with 3.5 years of hands-on experience in big data operations, ETL processes, data warehousing, and production support at Infosys. Skilled in Hadoop ecosystem management, SQL Server Business Intelligence (SSAS, SSRS, SSIS, SSMS), Hive/Impala query optimization, YARN cluster monitoring, and incident management. Expert in data pipeline architecture, job scheduling, database administration, and troubleshooting complex data issues. Proven track record of resolving 50+ client tickets monthly with 100% SLA compliance and excellent client satisfaction ratings. Extensively trained in Generative AI technologies, prompt engineering (Zero-shot, One-shot, Few-shot, RAG), and proficient with ChatGPT, Gemini, N8N automation, Power BI data visualization, and advanced AI tools. Strong technical foundation in production support, version control, root cause analysis, and proactive monitoring complemented by certifications in Business Intelligence, GenAI, and Cybersecurity.

PROFESSIONAL EXPERIENCE

Data Engineer & Technical Support Specialist

January 2022 - April 2025 (3.5 Years)

Infosys Limited | Hyderabad

Project: Applied Materials

- Monitored Redwood Cluster and Anomalies Dashboard to ensure optimal system performance and proactive issue detection
- Loaded and managed tables in Dev and QA environments, ensuring data integrity and quality across multiple platforms
- Scheduled and managed jobs, chains, and program definitions (PDs) for automated ETL data pipeline execution
- Created and tracked JIRA tickets and PCRs (Project Change Requests) for incident management, change requests, and project tracking
- Resolved 50+ client-raised tickets monthly with 100% SLA compliance and received excellent client feedback ratings
- Performed advanced SQL querying and data analysis using Hive and Impala for large-scale distributed datasets

- Managed version control and code collaboration using Bitbucket for seamless team coordination and code deployment
- Monitored YARN cluster resources, performed capacity planning, and troubleshooting to maintain cluster health and performance
- Conducted root cause analysis (RCA) and implemented preventive measures to reduce recurring incidents by 40%
- Provided L2/L3 production support for data warehouse operations and database management activities

Business Intelligence Training (Infosys)

- Completed comprehensive training in Microsoft SQL Server Business Intelligence suite and data warehousing
- SSAS (SQL Server Analysis Services): Multidimensional cube design, data modeling, and OLAP operations
- SSRS (SQL Server Reporting Services): Report development, parameterized reports, and dashboard creation
- SSIS (SQL Server Integration Services): ETL package development, data transformation, and workflow automation
- SSMS (SQL Server Management Studio): Database administration, query optimization, and performance tuning

TRAINING & PROFESSIONAL DEVELOPMENT

GenAI Comprehensive Training

Tata | Remote

- Completed intensive training in Generative AI technologies and applications
- Mastered advanced prompt engineering techniques: Zero-shot, One-shot, Few-shot, and RAG (Retrieval-Augmented Generation)
- Gained hands-on experience with leading AI platforms: ChatGPT for precise responses, Gemini for advanced queries
- Developed expertise in N8N for creating intelligent automation agents and workflows
- Utilized Gamma for creating AI-powered presentations and Lovable for building chatbots and applications through prompting
- Explored creative AI tools including Midjourney for generating professional images and videos

TECHNICAL SKILLS

Big Data & Data Engineering:	Hadoop Ecosystem • Hive • Impala • YARN Cluster • Redwood Scheduler • Data Pipelines • ETL/ELT • Data Warehousing • Data Lake • Distributed Systems • Apache Spark
Business Intelligence (BI):	SSAS (Analysis Services) • SSRS (Reporting Services) • SSIS (Integration Services) • SSMS (Management Studio) • Power BI • Data Modeling • OLAP • Cube Design • Dashboard Development
Database & SQL:	SQL Server • MySQL • Query Optimization • Database Administration • Data Analysis • Performance Tuning • Stored Procedures • Indexing

Programming & Scripting:	SQL • Python • Shell Scripting • T-SQL • Data Structures • Algorithms
Tools & Platforms:	Bitbucket • Git • JIRA • PCR Management • ServiceNow • Confluence • Jenkins • Anomalies Dashboard
GenAI & Prompt Engineering:	Zero-shot Prompting • One-shot Prompting • Few-shot Prompting • RAG (Retrieval-Augmented Generation) • ChatGPT • Gemini • N8N Automation • Gamma • Lovable • Midjourney
Technical Support & Operations:	Production Support • L2/L3 Support • Incident Management • Change Management • SLA Management • Troubleshooting • Root Cause Analysis • Capacity Planning • Proactive Monitoring • Ticket Resolution

CERTIFICATIONS

- Power BI - Business Intelligence and Data Visualization
- Prompt Engineering - Advanced AI Model Interaction
- GenAI - Generative AI Technologies and Applications
- Basics of Cyber Security - Information Security Fundamentals

KEY ACHIEVEMENTS

- Successfully resolved 50+ client tickets monthly with excellent feedback and high satisfaction ratings
- Maintained consistent SLA compliance throughout 3.5 years, ensuring minimal downtime and rapid response
- Recognized for technical excellence and strong client communication skills

EDUCATION

Bachelor of Technology (B.Tech) in Electronics and Communication Engineering 2020

Gokaraju Rangaraju Institute of Engineering and Technology

CGPA: 7.34

INTERESTS & ACTIVITIES

- Exploring and experimenting with cutting-edge GenAI tools, LLMs, and emerging AI technologies
- Learning new data engineering frameworks, cloud technologies, and automation tools
- Contributing to technical communities and staying updated with industry best practices
- Building personal projects using AI/ML, automation, and data analytics
- Playing cricket and maintaining an active, healthy lifestyle through sports and fitness