

KRISHNA BOREDA

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SKILLS

Programming Languages: JavaScript, PHP, IBM RPG, XML, JSON, R-programming, R-Markdown

Frameworks/Libraries: Vue.js, React.js, Node.js, Material-UI

Database Systems: IBMi DB2, MySQL, BigQuery, AWS DynamoDB, PostgreSQL

Other: Tableau, Postman, IBM AS/400 system, UNIX Shell Scripting, IBMi MDRest4i, Git, Jira, Kanban, Agile methodology, SDLC, PHP Storm, VS Code, Rstudio, Freshdesk, Sentry, DataDog

EXPERIENCE

Senior Support Engineer, Sprinto Technology Private Limited - Remote, India *Oct 2025 - Present*

- Serve as the dedicated technical support engineer for Enterprise clients, delivering customized, high-priority support and acting as a single point of contact to ensure consistent and efficient resolution of escalations.
- Independently leading the launch and end-to-end ownership of the Integrations Support Pod, offering real-time troubleshooting on onboarding calls and coordinating with engineering on integration defects to ensure a smooth, high-impact onboarding journey for customers.
- Trusted as a technical mentor and onboarding buddy for new hires, delivering structured training, clarifying technical questions, and supporting their successful transition into the team.

Support Engineer, Sprinto Technology Private Limited - Remote, India *Jan 2025 - Oct 2025*

- Troubleshoot and debug complex issues across Sprints compliance automation platform by analyzing API logs and calling relevant endpoints across integrations with AWS, Azure, GCP, Azure, and other third-party integrations.
- Utilize tools like DataDog and Sentry for log tracing and incident investigation.
- Execute back-end scripts to sanitize, modify, and perform large-scale data updates within customer environments, supporting both real-time incident resolution and long-term workflow optimization while maintaining data integrity.
- Lead the Support SME initiative to investigate root causes of complex technical issues, and collaborate closely with Product and Engineering on long-term fixes, and drive improvements to platform functionality and user experience.

Technical Support Developer, American First Finance LLC - Dallas, TX *Nov 2020 - May 2024*

- Provided Level 2 technical support, including periodic on-call rotations for e-commerce API integrations and customer-facing products.
- Served as the primary point of contact for major clients, ensuring swift resolution of reported issues to minimize operational disruptions.
- Collaborated with development teams to architect software solutions in RPG stored procedures, PHP classes, and Vue components based on business and client requirements.
- Troubleshot API issues using Postman and executed database updates to resolve data inconsistencies and enhance system functionality.
- Conducted root cause analyses and documented findings using JIRA and Confluence to drive continuous improvements.
- Participated in software deployment processes, overseeing post-implementation activities to verify successful deployment by utilizing Dynatrace, Fullstory, MySQL, and PowerBI reports.
- Organized knowledge transfer sessions, and provided mentorship to new employees.

Software Engineer Intern, Text-Em-All - Dallas, TX *May 2020 - Aug 2020*

- Developed new user interfaces and workflows on Text-Em-All's web application based on feedback gathered from end users, improving customer experience, and satisfaction.
- Assisted in upgrading Material-UI throughout the application to achieve a cleaner and more modern user interface.
- Collaborated with CX and backend teams to gather user stories and design solutions aligning with business objectives.

EDUCATION

Bachelor of Science, Computer Science *Aug 2017 - Dec 2020*

The University of Texas at Dallas

PROJECTS

Social Network - AccessMyResearch

- Worked with a non-profit organization to implement social network features such as user logins, messaging, filtering search, news feeds using different AWS cloud products such as DynamoDB, Amplify, and Cognito.
- Used pair-programming to develop features and EPICS defined in user stories on Trello.
- Attended theoretical and technical meetings with the project owner for sprint planning, and defining user stories.

Certifications

Google Data Analytics: Professional Certificate *Oct 2024*

Offered by Coursera & Google

ISO 27001:2022 Lead Auditor *Jun 2025*