

Rahil Serasiya

Senior Technical Support Specialist

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Enterprise application support and production monitoring, with experience investigating incidents across application, database, and infrastructure layers. Python tooling, log analysis, root cause investigation, and clear technical communication.

PROFESSIONAL EXPERIENCE

OpenText | Senior Technical Support Specialist

Waterloo, ON | July 2025 - Present

- Provide Level 2 and Level 3 support for OpenText Solution Business Manager (SBM), resolving complex application, database, and infrastructure issues.
- Investigate defects and performance issues using application, Tomcat, IIS, and database logs; execute SQL queries to verify application data and workflow behavior.
- Troubleshoot SAML, SSO, Microsoft Entra ID, REST and SOAP integrations, workflow automation, notifications, and reporting.
- Support Windows Server, Linux, SQL Server, and Oracle environments through product upgrades, hotfixes, migrations, and validation.
- Collaborate with Engineering, R&D, Professional Services, and Cloud Operations; reproduce defects, validate fixes, and document technical findings.
- Manage high-priority support cases, communicate with enterprise customers, and author knowledge articles and troubleshooting guides.

Cognizant Technology Solutions | Software Engineer

November 2020 - February 2023

- Supported mission-critical trading applications and exchange operations, focusing on stability, performance, and service-level commitments.
- Used Linux, shell scripting, and C to troubleshoot real-time trading application issues; monitored system health and coordinated critical incident escalations.
- Worked with development and network teams to prioritize fixes, improve performance, and support application releases.
- Maintained technical documentation, supported disaster recovery, and identified operational risks and security vulnerabilities.

Projects & technical foundations

SELECTED PROJECTS

Trading systems tracking tool

Python | Log parsing | Anomaly detection | Real-time alerts

- Designed and developed a Python tool to monitor system logs and detect anomalies in mission-critical trading applications at the National Stock Exchange of India.
- Automated log parsing and issue identification to reduce manual monitoring effort. Integrated real-time alerts to notify stakeholders and support faster incident response.
- Supported proactive trend identification and application reliability through performance monitoring.

Artistry on Demand

Python | Django | HTML | JavaScript | Tailwind CSS

- Developed a platform connecting artists with users requesting personalized sketches, cartoons, and animated videos.
- Built the backend with Python and Django, and designed the frontend with HTML, JavaScript, and Tailwind CSS.

TECHNICAL SKILLS

Programming: Python, shell scripting, C

Systems: Unix, Windows, Linux, Google Cloud Platform

Databases: MySQL, SQL Server; Oracle environments in enterprise support

Monitoring: Autosys, Geneos, Dynatrace; incident, problem, and change management

Integrations: REST, SOAP, SAML, SSO, Microsoft Entra ID

Data: Pandas and NumPy fundamentals; data cleaning, ETL, data modelling

Visualization: Tableau, Excel; MS Office

EDUCATION

Computer Application Development | Conestoga

Downtown Kitchener, ON | May - December 2024 | GPA 3.91 / 4

Big Data Solutions Architecture, Graduate Certificate | Conestoga

Downtown Kitchener, ON | May 2023 - December 2024 | GPA 3.71 / 4

Bachelor's in Computer Science and Engineering

Parul Institute of Engineering and Technology, Vadodara, India

August 2016 - May 2020 | CGPA 7.84 / 10

FURTHER LEARNING

Tableau Desktop Specialist - In progress

Certification in Data Science - Rishabh Software, 2020

Certification in Data Analytics and Machine Learning - BIT Baroda, 2019