

Rugved Darwhekar

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SUMMARY

Technical Support Engineer with **4.5+ years of experience** diagnosing complex production issues and bridging engineering teams with developers, enterprise customers, testers, and executive stakeholders. Proven expertise in **Root Cause Analysis, Python, SQL, REST APIs, Jira, and AI tooling**, with deep experience investigating ambiguous issues across Android and ChromeOS systems. Improved triage accuracy from **92% to 98%** while maintaining a **0.7% bounce rate** across a 40 person global team.

WORK EXPERIENCE

Technical Support Engineer

HCLTech — supporting Google

Oct 2021 - Present

San Francisco Bay Area, California

- Resolved **80 to 100 production issues weekly** by reproducing Android and ChromeOS defects, analyzing Logcat, ADB, ANR traces, crash dumps, kernel logs, and HTTP traces, and driving root cause analysis through engineering handoff.
- Maintained a **0.7% bounce rate and 2% hop rate** across a 40 person global triage organization by owning incoming issues from Google dogfooders, external developers, testers, enterprise customers, QA teams, internal engineers, and executives.
- Created **3 to 5 developer ready investigations weekly** by reproducing failures across 52 Pixel devices, matching builds, authentication states, feature flags, peripherals, network conditions, and battery settings to reported environments.
- Reduced duplicate investigation time by 25%** by building a machine learning based similarity tool that compared incoming issue titles and descriptions against historical investigations before manual investigation began.
- Reduced average MTTR for Tier 2 escalations** by writing **Python scripts** that parsed Android logs, extracted recurring failure signatures, and generated investigation artifacts, while using analytics to identify routing and support trends.
- Supported **executive escalations** across **North America, LATAM, and EMEA** by translating complex technical investigations into clear recommendations for **SVPs, VPs, GMs, Directors**, and other stakeholders.
- Route issues across more than **500 Android platform components** using architecture knowledge and prior investigation history, keeping misrouted issues rare and engineering delays from bad routing to a minimum.
- Led a rebuild of the team's knowledge base using **NotebookLM** implementation, making accumulated debugging knowledge searchable across the organization.
- Improved systemic issue resolution by **partnering with Software Engineering, Product Management, Release Engineering, and Quality Engineering** to reproduce defects, validate fixes, and prioritize customer impact.
- Ran quarterly analytics using **SQL, Python, and Google Apps Script** covering routing accuracy, bounce rate, and hop rate, surfacing engineering productivity trends that fed directly into staffing and process decisions.
- Improved triage accuracy from **92% to 98%** by standardizing investigation procedures, debugging patterns, routing guidance, and escalation workflows across the organization.
- Established the team's **25 page Level 2 investigation playbook** by documenting log analysis, duplicate detection, routing standards, SLAs, and escalation workflows thereby creating the team's primary operational reference.

Software Support Engineer

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Oct 2020 - Oct 2021

Los Angeles, California

- Resolved **300+ application bugs** by investigating software issues, reproducing failures, and collaborating with developers to validate fixes across a mission critical SaaS platform serving **3.6M+ residents**.
- Improved release quality** by partnering with developers, QA, and business stakeholders to prioritize defects, verify resolutions, and coordinate fixes across multiple deployment cycles.
- Streamlined system data flow by **engineering RESTful APIs** connecting front end and back end systems, supporting reliable application behavior and defect resolution.

SKILLS

Support & Testing: Root Cause Analysis, Production Debugging, Technical Support, Incident Investigation, Bug Triage, Defect Reproduction, Customer Escalation Management, Technical Documentation, Regression Testing, Functional Testing, API Testing, Hardware in the Loop Testing, Smoke Testing, Validation Testing.

Programming & AI: Python, SQL, PostgreSQL, Java, Kotlin, JavaScript, Bash, Linux, Unix, Agile, Sprint Planning, REST APIs, JSON, Postman, API Debugging, Windows, Git, GitHub, Generative AI, LLMs, RAG, Prompt Engineering, Claude Code, GitHub Copilot, Cursor, AI Assisted Development, Workflow Automation, Gemini, Antigravity.

Tools: IssueTracker (by Google), Jira, Zendesk, PagerDuty, Datadog, Grafana, Sentry, Databricks, Slack, n8n.

EDUCATION

Master of Science (MS) in Computer Science

California State University, Northridge

GPA: 3.64/4.00

California, USA

Bachelor of Engineering (BE) in Computer Science

Government College of Engineering, Aurangabad

GPA: 3.10/4.00

Maharashtra, India