

David Kancherla

AI Solutions Engineer · DevOps Engineer

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SUMMARY

DevOps Engineer with 12 years of enterprise software experience, the last two spent shipping production AI tools with Claude / Codex inside a live enterprise BI product. Bridge between technical depth and customer-facing impact. Open to AI Solutions Engineering, Forward Deployed, Implementation, and DevOps roles in the Bay Area.

EXPERTISE

AI & Agents: Claude API, OpenAI Codex, Prompt Engineering, Tool Use, Evals, RAG

Engineering & DevOps: Git/GitHub, REST APIs, SQL, JSON/YAML, Linux CLI, Docker, CI/CD

Cloud & Infrastructure: AWS, Linux, On-Premise deployments, Observability, Monitoring

Implementation: SSO/SAML, Architecture Reviews, Integrations, Migrations

Customer-Facing: Forward Deployed, Solutions Engineering, Enablement, Stakeholder management

Diagnostics & Support: Log Analysis, Triage, L2/L3 Support, Runbooks, Postmortems

EXPERIENCE

ZenOptics — Enterprise BI Platform

SAN JOSE, CA

DevOps Engineer

Mar 2023 — Present

- DevOps Engineer on paper. In practice: cloud and on-prem deployment work as the core, plus enterprise onboarding, AI tooling with Claude / Codex, customer success, solutions engineering, and L3 technical support.
- Built and shipped a Zendesk AI triage agent (Claude / Codex) into production — classifies severity, retrieves likely root cause from past tickets, drafts customer reply in team voice.
- Designed and shipped an internal log analyzer that reduced average triage time on customer escalations from hours to minutes.
- Built a diagnostic CLI for cloud and on-prem deployments; lead architecture reviews for new enterprise customers.

PowerSchool — K-12 Education Software

BENGALURU, INDIA

Lead Application Specialist

Sep 2019 — Mar 2023

- Led enterprise onboarding and implementation for global K-12 education software serving millions of students. Primary technical contact for US school districts; managed end-to-end go-live across time zones.
- Led a team of support engineers — set service standards, mentored juniors, owned escalation playbooks.

QUMU Corporation — Enterprise Video Platform

HYDERABAD, INDIA

Lead Technical Support Engineer

Aug 2014 — Sep 2019

- L2/L3 infrastructure support and REST API integration for an enterprise video platform serving Fortune 500 customers. Owned highest-severity escalations.
- Built manual tooling and runbooks to make hard problems repeatable — the pre-AI version of the same instincts I now apply with Claude / Codex.

C-SAM — A Mastercard Company · Mobile Payments

VADODARA, INDIA

Senior Support Engineer

Oct 2012 — Aug 2014

- Technical support for a mobile payment platform serving financial services enterprise clients.

SELECTED PROJECTS

- **DealRadar** — Two-sided hyperlocal marketplace; personal startup project. React Native, Supabase, Claude / Codex. Solo-built end to end.
- **AI Support Triage Agent** — Claude / Codex agent that classifies severity, diagnoses cause, and drafts customer replies in team voice.
- **JD ↔ Resume Match Scorer** — Structured-output Claude / Codex tool that scores match, identifies gaps, and recommends edits.

- **Command Center** — Personal AI hub that reads my calendar and email, surfaces aging customer replies, and runs my day from one screen.