**BALAJI N** **Mobile:** +91-8277467144

Production Software Engineer **Email:** [balajin1121@gmail.com](mailto:balajin1121@gmail.com)

**Bottomline Technologies Pvt. Ltd** **Location:** Bangalore, India

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**Objective**

To continue my career with an organization that will utilize my technical skills to benefit mutual growth and success and result in quality end product.

**Summary**

* Having 5 years of experience as a Software Engineer.
* Working as a L2 Support in Production / Technical Support Environment.
* Good Experience in **Redhat Openshift (Developer side),** **Jenkins CI/CD Pipeline, ArgoCD,** **GIT,** **JIRA,** **SQL, UNIX, SOAP UI, ITIL, RMS and Xstore**.
* Extensive work Experience on interpersonal, analytical & Problem-solving skills with ability to meet tight deadlines.

**Professional Experience**

Role & Current Company: Production Software Engineer & Bottomline Technologies Pvt. Ltd.

**Main Project Experience**

**Project Name:** Digital Banking Enterprise

**Client/Country:** Banking Solutions

**Role:** Production Support Engineer

**Location:** Bangalore, India

Bottomline products drives who and how we hire to create world-class products and experiences that help businesses and financial institutions pay and get paid. Bottomline is at the forefront of making complex business payments simple, smart and secure. We help thousands of companies in 92 countries around the world.

**Project Name:** Miles & More Service Platform (MSP)

**Client/Country:** Miles & More Service Platform /KDI Application, Germany

**Role:** Cloud Transformation Engineer

**Location:** Bangalore, India

KDI (Kreditierungs-/Debitierungs-Interface) is the current core system to integrate Non-Air partners with Miles & More. Due to the growing number of partners, new business models and innovation in technology the Miles & More Group decided to replace the current KDI system with the Miles & More Service Platform (MSP). The MSP will serve as the infrastructural basis for the current Earn & Spend functionality of KDI as well as the other currently already implemented business functionality not related to Earn & Spend. Furthermore it will allow the flexible addition of new business services by developing new or combining existing business functionality.

**Responsibilities**

* Working as a L2 support and monitoring the deployments for the microservices applications which are running on Redhat Openshift.
* Working in a microservices platform and coordinating with DEV and OPS teams.
* Working on a JIRA confluence tool which is using for change and incident management.
* Having experience on GITLab version control tool.
* Monitoring and analysis of the application health with the help of Logic monitor & Sysdig which is an Application management solution that helps enterprises keeps their mission-critical Applications high performing and available.
* Supporting the application managed services team for our customer Miles & More as 2nd level support and DevOps engineer.
* Recently set up CI/CD pipelines in Jenkins and Argo CD for 50+ Miles & More microservices on Kubernetes and OpenShift.
* Documented detailed steps for integrating future microservices into our CI/CD setup.

**Project Name:** Starwood Application Operations

**Client/Country:** Starwood Hotels & Resorts/United States

**Role:** Jr. Java Developer

**Location:** Bangalore, India

Valhalla is a Central Reservation System. It is a computerized system that stores and distributes information on a hotel, resort or other lodging facility referred to as a property. It allows hotel chains, franchises, and independent call center’s to centralize reservations from multiple properties into one system. Important information such as rates, availability, reservation status, etc. is centrally accessible, making it easy for each channel to service reservations for all properties in the group. The main purpose of Valhalla CRS is to book, locate, modify and cancel reservations. Apart from these it is also capable of maintaining guest profiles and offering a full complement of guest services.

**Project Name:** RMS FO SUPPORT

**Client/Country:** Louis Vuitton/France

**Role:** Software Engineer

**Location:** Bangalore, India

Louis Vuitton uses IBMi based Retail Management System (RMS/400) as point-of-sale (PoS) application in all its 450+ stores worldwide. Application has evolved over a period of two decades and continuing to evolve functionally richer by adding new functionalities to support the changing business environments and legal laws.

**Responsibilities**

* Analysis of TMART logs which is an automated script which monitors various flows of the application and generates the logs based on any anomalies found in the system.
* Monitoring and analysis of the application health with the help of Introscope which is an Application management solution that helps enterprises keeps their mission-critical Applications high performing and available.
* Reporting productions bugs identified to the development team through the Service Now. Adhere to the project related process (Initial response SLA, Backlog, Ageing etc.).
* Responsible for improving the system by analyzing the process improvement to achieve system stability and taking necessary preventive actions for avoiding repetitive issues.
* Maintaining the project Documents and creating the Knowledge Document (KeDB) for incidents, Service Request and Workarounds to registering the solutions for known errors to liaise with internal teams to manage OLAs and with management/CSM/users to review and deploy SLAs, thus ensuring smooth deliverables, availability and optimal customer service.
* Effective Co-ordination with Team members and Reporting Manager, delegating tasks, Guide the team members and monitor the progress.

**Technical Skills**

**Programming Language :** SQL & UNIX

**Operating System :** Windows, Linux

**Database :** Oracle 11g

**Packages :** SQL Developer, MS Office

**Skill Set :** Monitoring tools, Ticketing tools, ITIL Concepts

**Additional Skills**

* Self-paced quick learner, adaptive to any environment.
* Capability to learn new technology as per the requirements and criteria using books and Internet as guidance.
* Working in team to accomplish the given task with entire responsibility and make significant contribution.
* Developed effective communication skills from the professional experience.

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place**:

**Date**: Yours truly,

**(Balaji)**