

# **KRISHNA KUMAR M**

Software Engineer

[+91 8056201467](tel:+918056201467) | [LinkedIn](#) | [krishnakumar.2015123@gmail.com](mailto:krishnakumar.2015123@gmail.com) | [Chennai, India](#)

## **CAREER OBJECTIVE :**

To obtain a challenging and rewarding software engineering position that utilizes my skill and experience to design, develop and deploy high quality innovative software solutions.

---

## **PROFILE SUMMARY :**

- Software Engineer with 3+ years of experience in creating innovative software solutions to enhance business productivity.
- Good experience in managing all the stages of Software Development Life Cycle (SDLC).
- Good experience in Oracle SQL, Unix Shell scripting and Perl.
- Worked with Japanese and US users to understand their requirement and enhance the existing features.
- Worked in Incident Management, Change Management, Service Request, and Demand Management.
- Good coding skills and focus to automate tasks and workflows.
- Basic knowledge on PHP, ASP .Net, Python.
- Basic knowledge on AWS, Google Cloud Platform, Maven, Jenkins, Docker and Kubernetes.
- Adaptive to learn new technologies and components.

---

## **WORK EXPERIENCE :**

**Organization : HCL Technologies**

**Designation : Software Engineer**

**Period : 23 November 2021 – Present**

Project Names	#1 - Japan CMS - NOKIA #2 - Claims Dispute System - NOKIA
Tools	Shell Scripting, PHP, ASP .Net, Perl, Oracle SQL
Team size	6
Duration	Nov 2021 – Till Date

## **Roles and Responsibilities:**

- Responsible for Handling Incidents, SRs, Problem Tickets and Change Request.
- Work under Demand Management for any changes to Application or Services.
- Handling weekly review meetings with end users.
- Provided expert assistance and solutions to any queries raised by the clients.
- Collect new requirements directly from business users.
- Communicate technical information to non-technical stakeholders.
- Perform sanity checks proactively on daily basis to identify any minor issues.
- Worked with migration team to migrate the application from On-Prem to GCP.
- Worked with the testing team on application functionality post GCP migration.
- Bug fixing and code refactoring.
- Troubleshoot and maintain the existing software programs.
- Provided KT sessions for new resources and onboard them to the team.
- Collect new enquiries from business users and process the same with L3 team.

### Japan CMS:

- Created new features on the existing application using Perl, Shell Scripting, PHP.
- Responsible for providing billing-related data every month on the database level.

### Claims Dispute System:

- Created new features on the existing application using ASP. Net
- Handling user-raised claims, disputes, and approver-related issues.
- As per the business user request, I am providing application access and disabling access for users at the database level.

---

## AWARDS AND ACHIEVEMENTS :

- Modified existing feature to download the reports from Text to Excel format and was awarded cash prize.
- Appreciation received from Project Delivery Manager for completing multiple Demands and Changes tickets in the 3rd Quarter of 2024.
- Received Gold Club award for Top Performer in the 3rd Quarter of 2024.

---

## TRAININGS AND CERTIFICATIONS :

- **DevOps** Training & Certification in progress. ( AWS, Maven, Jenkins, Docker, Kubernetes, Terraform )
- Google Certified: **Cloud Digital Leader** - [Credential](#)
- Microsoft Certified: **PL-900 Microsoft Power Platform Fundamentals** and **PL-200 Microsoft Power Platform Functional Consultant.**
- **UX & UI Design** Course from Tech Guide for Figma, Adobe Xd and Photoshop at <https://www.techguide.dev/> . Projects - <https://www.behance.net/krishnakumar203>
- Certification for Completion of **Python and Linux** from IIT Bombay.
- English Type Writing in Senior Grade (**FIRST CLASS WITH DISTINCTION 40 – 45 Words Per Minute**) from Government of Tamil Nadu.

---

## TECHNICAL SKILLS :

Shell Scripting, SQL, Perl, Python, PHP, ASP .Net, AWS, Maven, Jenkins, Docker and Kubernetes.

---

## EDUCATION:

<b>D.G. Vaishnav College</b> M.Sc. Computer Science – 78.5%	<b>2018 - 2020</b> Chennai
<b>Dr. Ambedkar Govt. Arts College</b> B.Sc. Computer Science – 68.8%	<b>2015 - 2018</b> Chennai

---