Yaswanth Gajula

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Experience

Software Engineer Associate (Infor Pvt. Ltd.)   **January 2025 – Present**

IT Ticket

- Automated IT incident management using Infor RPA, Jira, and ServiceNow REST APIs.

- Designed end-to-end workflow for incident creation, reading, and updates.

- Integrated GenAI to summarize verbose server alerts into concise incident descriptions, and priority levels.

- Reduced manual effort in ticket creation and handling by up to 80%.

- Improved incident triage and faster resolution for IT support teams.

- Solution adopted by one IT team and currently scaling for multiple IT teams across the organization.

Velocity Suite Deployment

- Automated deployment of Velocity Suite bundles across customer tenants.

- Reduced manual deployment effort by 40percent with the help of Infor REST APIs.

- Validated tenant readiness including component provisioning and security role assignments

- Ensured correct access control as per use-case requirements.

- Supported customers in server setup for running automations, by verifying server permissions, system configurations, and machine specifications.

- Improved deployment consistency and reduced onboarding time for customers.

Consultant Associate (Infor Pvt. Ltd.)   **July 2023 – January 2025**

- My responsibilities include to review, and analyze the customizations a customer needs, and implement them using the relevant Infor M3 technologies.

- Worked on complex H5 script migration in very short period and received positive feedback from peers, and PMs.

- Worked on MEC project and helped the functional consultant to figure-out an efficient business solution for the customer needs.

Education

MLR Institute of Technology   Hyderabad

B.Tech Information Technology *GPA: 8.2/10*   August 2019 - June 2023

Narayana Junior College   Hyderabad

Intermediate MPC *GPA: 8.8/10*   June 2017 - May 2019

Raman's Jawahar High School   Hyderabad

Secondary Education *GPA: 8.8/10*   June 2016 - March 2017

Skills

- Python, Basics of Java, Basics of MySQL, Googling, using LLMs for gathering knowledge.
- HTML, CSS, Tailwind, JavaScript, React JS, ExpressJS, MongoDB.
- H5 Scripting, Basics of H5 SDK (Angular - SOHO Library), Infor OS, Infor M3 MEC Mapper, Infor RPA.

Projects

My Portfolio (https://yaswanthgajula.netlify.app/**)**

- This is a webpage that describes me and my skills. Techstack I used is ReactJs, and Tailwind CSS.

MLR Helpdesk (https://mlrhelpdesk.netlify.app/)

- A web app that resolves student issues and queries more efficiently. Techstack used: ReactJs for Frontend, Firebase for Backend.

Food on web (https://eloquent-hamilton-5f3bfa.netlify.app/)

- This is a web application where the user can get tutorials for making the food recipe they are searching. Techstack used: ReactJs, and CSS.

Events Participated

Dev Jam 2.0

- Participated in Dev Jam 2.0 which is a national-level hackathon organized by CMR Institute of technology with the project **MLR Helpdesk.**

Achievements

- Started providing website building services as a freelancer, completed 2 projects and delivered to the clients, received 100% customer satisfaction.