RAMALA DEVI R
IT ANALYST

GRADE: C2

PROFILE

Adept Developer with a proven track record specializing in automation and system integrations across retail domains. Leveraged Groovy, Powershell, and REST API skills to enhance operational efficiencies, notably reducing incident occurrences by 15%. Excelled in leading teams, demonstrating exceptional problem-solving and project management capabilities.

CONTACT

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SKILLSET

- Java
- Groovy (5 yrs)
- Powershell (5 yrs)
- Bash (2 yrs)
- PostgreSQL Basics (2 yrs)
- SQL Basics (3 yrs)
- Python (2 yrs)
- Spring
- REST API Integration (3 yrs)

WORK EXPERIENCE

Project: H&M (Retail)

Duration: Aug 2021 to Oct 2024

Technology: Powershell, Bash, Groovy, SQL, REST API Integration

Application: Ignio, Postman, ServiceNow, Orchestrator, SCOM

Role: Developer, requirement gathering and code analysis

Responsibilities:

- Migrated the usecases to Microsoft Orchestrator (ORCH2019)
- Updated workflows in Orchestrator Runbook Designer as enhancement/new requirement to increase automation and usecase efficiency
- Analyzed and resolved technical issues and participated in continuous enhancements of established development processes
- Performed all the required configuration on SaaS environment
- Maintained documents for usecase workflow and test cases
- Lead the team of 4 junior developers to perform the migration activity
- Co-ordinated and worked with product team to gather the required adapters to process incidents & catalog tasks via E2E automated usecases
- Configuration of the adapters in ignio SaaS environment
- Integrated ignio with Monitoring tool (SCOM) to fetch and process the alerts E2E via automation and reduced 15% of incidents occurrence as the false alerts/Duplicate alerts are addressed as alerts itself
- Performed Azure AD integration with ignio SaaS environment
- Utilized strong configuration management and version control to ensure performance of the usecases
- Debugged and troubleshot code related issues/defects to ensure application is functional and 100% bug free

TOOLS/APPLICATION

- ServiceNow
- Ignio
- Orchestrator

EDUCATION

Course: Bachelor of Engineering

Specialization: Electronics and Communication Engineering

Institute: University College of Engineering, Dindigul

Duration: September 2013 – April 2017

Project: BestBuy (Retail)

Duration: July 2020 – July 2021

Technology: Powershell, Bash, Groovy, DSL, SQL, API Integration

Application: Ignio, Postman, ServiceNow

Role: Developer, requirement gathering & code analysis

Responsibilities:

- Worked on requirement gathering, planning, development, testing and production implementation of the automated usecases
- Worked on Agile methodology and attended scrums
- Developed, analyzed and recommended enhancements to improve the automation efficiency
- Developed ServiceNow adapter to fetch Incidents and tasks in Ignio IDE in Groovy
- Analyzed the APIs, tested in Postman and integrated with ignio
- Conducted continuous discussion with the team members and provided required solutions to solve the issues
- Upgraded all the necessary components manually in on-premise environment to upgrade latest version of ignio application
- Shared the upgrade knowledge with the team and guided them to perform upgradation on their own
- Developed groovy scripts to connect and perform operations on database
- Identified a critical issue in a specific model and worked with product team to fix the same

Project: Sainsbury's (Retail)

Technology: Powershell, Bash, Groovy, SQL

Application: Ignio, ServiceNow

Role: Developer

Responsibilities:

- Performed development and enhancements to automate operational activities of different infra towers in ignio
- Integrated ignio on-premise with ServiceNow to perform End to End Automations
- Written efficient powershell scripts to reduce manual efforts
- Took part in scheduled meetings to gather requirements and recommended solutions