V Madhusudhan

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Professional Summary

- **Hands-on Experience in Linux Environment**: Well-versed in working within various Linux distributions for development, deployment, and operations.
- **HTML5 Development:** Proficient in creating semantic, accessible, and SEO-friendly web pages with well-structured markup for enhanced maintainability.
- **CSS3 Styling:** Skilled in crafting responsive and visually engaging layouts using Flexbox, Grid, animations, and modern design principles for cross-browser compatibility.
- **JavaScript (ES6+):** Strong command of core JavaScript concepts, DOM manipulation, and asynchronous programming for building dynamic and interactive user interfaces.
- **React.js Development:** Experienced in developing modular and reusable components, managing state with Hooks and Context API, and implementing routing with React Router for scalable applications.
- **CCNA:** Possess networking fundamentals including TCP/IP, routing, switching, and basic network security concepts.
- **PostgreSQL:** Managed relational databases using PostgreSQL with optimized queries.
- **Version Control with Git**: Extensive experience with Git for managing codebase history, branching strategies, and team collaboration workflows.
- **GitHub**: Proficient in using **GitHub** for code hosting and collaboration.
- Deployed and managed applications on **AWS (Amazon Web Services)** using **EC2**, **S3**, **IAM**, and **Lambda**, implementing **cloud security**, **scalability**, and **high availability** best practices.

Technical Skills

- Platforms   : Linux.
- Version Control : Git.
- Front-End   : HTML, CSS, Java Script, React.
- Database: : PostgreSQL(SQL) , MongoDB(NoSQL).
- Cloud   : AWS.
- Containerization : Docker, Kubernetes.
- CICD   : jenkins.

Experience

Graduate Engineer, Operations

Mavenir Systems Private Limited | IN-Bangalore-MFAR-8

(August 2024 – February 2025)

Key Responsibilities:

- **Support & Maintenance**: Provide ongoing support for the Voicemail Application Server (VMAS) product, ensuring smooth operation and high availability of services.
- **Ticket Resolution:** Troubleshoot and resolve technical issues reported via support tickets, ensuring timely and accurate resolution to minimize downtime and customer impact.
- **Issue Diagnosis:** Conduct root cause analysis of technical issues, identifying the source of problems within the VMAS product and applying fixes.

- **System Monitoring:** Continuously monitor the performance of the VMAS product, proactively identifying potential issues and taking corrective actions to maintain optimal system functionality.
- **Feature Updates:** Keep customers and internal teams informed about new features, product enhancements, and the latest version releases, ensuring they are aware of all updates.
- **Documentation:** Maintain detailed documentation of troubleshooting processes, resolution steps, and new feature implementations for internal reference and customer use.
- **Training & Guidance:** Provide technical guidance to internal teams and clients, assisting them with any product- related queries or issues.
- **Customer Communication:** Interact with customers to gather feedback on product performance, provide updates on ticket resolution, and assist with any feature-related inquiries.
- **Testing New Features:** Test new features and updates in the lab environment with the latest VMAS versions, providing feedback to clients and recommendations for product improvements to R&D.
- **Collaboration with Development Teams:** Work closely with the development team to report bugs, suggest improvements, and assist with testing new software versions.
- **KPI Monitoring** Review and analyze Key Performance Indicator (KPI) reports to ensure system performance metrics meet defined service levels and identify trends or anomalies.
- **Change Records (CRs) Maintenance:** Experienced in maintaining Change Records (CRs) to document and track activities performed on servers, ensuring compliance, traceability, and accountability in operational workflows.

Education:

Period	Degree/ Certificate	Institute/ School	CGPA
2018 – 2022	B. Tech (Computer Science)	Siddharth Institute of Engineering and Technology, Puttur, Chittoor Dist, Andhra Pradesh, India.	7.6
2015 - 2018	Board Of Secondary & Intermediate Education.	Sai Sri Chaithanya Junior College, Palamaner ,Chittoor Dist, Andhra Pradesh.	9.6