

GANESH KUMAR M

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Professional Summary:

Experienced Java professional with 3 years of expertise in supporting Spring-based web applications. Skilled in resolving incidents, service requests, change requests, and problem management tickets. Proficient in utilizing Java and Spring frameworks for effective solution implementation. Highly adaptable and quick to learn new technologies in dynamic environments.

Technical Skills:

Programming Languages Java, Spring Boot, HTML, CSS.

Tools & Platforms VS Code, Eclipse, GitHub, IntelliJ, Oracle SQL Developer

DBMS Oracle SQL

Experience:

Software Engineer, Cognizant Technology Solutions

Jul 2022 – Present

- 3 years of experience in providing application support for **Spring-based Java web applications**, ensuring smooth operations and minimal downtime.
- Extensive experience in **ticket management**, including **Incident Resolution, Service Requests, Change Requests, and Problem Management**, adhering to SLAs and ITIL processes.
- Actively contributed to **minor enhancements** and **system improvements**, ensuring better performance and user experience.
- Involved in **end-to-end activities** such as **requirement analysis, coding, deployment, and testing** for demands and incidents.
- Proficient in **Java** and **Spring frameworks** for troubleshooting and implementing effective solutions.
- Collaborated with team members to **test application fixes**, ensuring no breakages in existing systems and maintaining system integrity.
- Strong understanding of **Change Management processes** and **Service Task workflows**, ensuring compliance and smooth transitions.
- Engaged in **client interactions** for requirement gathering and clarification, ensuring alignment with project objectives and timely delivery.
- Recognized as a **quick learner**, highly adaptable to new technologies and dynamic environments.

Internship in Cognizant Technology Solutions

Feb 2022 – Jun 2022

- Acquired foundational knowledge in Java & web development concepts, including HTML, CSS and JavaScript.
- Demonstrated enthusiasm for learning by actively engaging in team discussions, completing assigned tasks and exploring industry best practices.

Education:

Sri Sai Ram Institute of Technology, Chennai

Jul'2018 – Apr'2022

Bachelor of Engineering in Electronics and Communication Engineering

7.75CGPA

Certificates:

- Gen AI Specialization - GitHub Copilot
- **Guinness World Records Participant:** Contributed to Cognizant's Vibe Coding Week 2025, which set a record for the largest online generative AI hackathon with 53,199 participants globally.