SURYA MANOJ

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SUMMARY

Motivated software engineer with 3 + years of experience, specializing in Java and Spring Boot development. Adept at designing and implementing robust, scalable backend systems and contributing to full-stack development projects. Proficient in integrating cloud services and managing CRM systems, with a strong commitment to continuous learning and growth in the software development industry. Eager to apply technical expertise in a dynamic Java development role with demonstrated projects showcased on my portfolio website.

SKILLS

Programming Languages: Java, JavaScript
Frameworks: Spring Boot, ReactJS
Web Technologies: HTML5, CSS3
Cloud Platforms: Microsoft Azure
CRM Software: Dynamics 365 CRM

EXPERIENCE

FEBRUARY 2022 - PRESENT

Infosys, Hyderabad – *Senior Systems Engineer*

- Developed and maintained backend services using Java and Spring Boot, contributing to critical business applications.
- Customized and enhanced COSMIC, a CRM-based ticket management tool, to improve user experience and workflow efficiency.
- Integrated and configured various application settings in Dynamics 365 CRM, optimizing service level agreements, routing configurations, and user management.
- Designed and deployed basic CRUD applications using Spring Boot and React, streamlining internal processes and reducing manual workload.

- Collaborated with cross-functional teams to analyze business requirements and deliver custom solutions aligned with organizational goals.
- Utilized Microsoft Azure for application insights, trace logs, and server management, ensuring high availability and performance.
- Served as Subject Matter Expert (SME) for CRM systems, leading critical month-end and quarter-end periods to ensure seamless operations.
- Developed and maintained technical documentation, including deployment guides, user training manuals, and knowledge base articles.

PROJECTS

Full-Stack Employee Management System *(Java | Spring Boot | React)*

- Built a comprehensive employee management system with role-based access.
- **Backend:**
  - Developed RESTful APIs using Spring Boot with features for employee CRUD operations.
  - Integrated a PostgreSQL database with efficient indexing and queries for scalability, supporting hundreds of simultaneous user requests.
  - Implemented data validation, exception handling, and custom error responses for robust API performance.
  - Built secure user authentication using Spring Security with JWT for session management and role-based authorization
  - Added search and filter functionalities for quick access to employee records.
- **Frontend:**
  - Designed an intuitive user interface with ReactJS for managing employee details.
  - Leveraged React Hooks and Context API for efficient state management across components.
  - Integrated Axios for API calls to the backend, enabling smooth data synchronization and real-time updates.
  - Implemented custom validation for form inputs and user-friendly error handling for invalid entries.
  - Styled the application with CSS3 and Bootstrap for a polished and professional look.
- Tools: Maven, PostgreSQL, Azure Blob Storage, G**it.**

Customer Support Automation Tool *(Dynamics 365 CRM)*

- Automated ticket routing and SLA tracking within a CRM using Dynamics 365 configurations.
- Built workflows to automate the ticket creation in Dynamics 365
- Implemented enhanced routing in the CRM resulting in the auto assignment of cases to the available agents based on the capacity and the availability status.

EDUCATION

MARCH 2020 - DECEMBER 2022

JNTUK University College of Engineering, Vizianagaram– *M.Tech, Thermal Engineering*

C.G.P.A: 8.3

MARCH 2015 - MARCH 2019

Anil Neerukonda Institute of Technology and Sciences, Visakhapatnam– *B.Tech, Mechanical Engineering*

C.G.P.A: 9.0

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900)

- Microsoft Certified: Azure Administrator Associate (AZ-104)

- Azure Solutions Architect Expert (AZ-305)

- Microsoft Certified: Dynamics 365 Fundamentals (CRM)

- Microsoft Certified: Power Platform Fundamentals (PL-900)

LANGUAGES

- English (Fluent)

- Telugu (Native)

- Hindi (Intermediate)