

## Vinod Kumar Aluru

Aluruvinodkumar12@gmail.com

+1 2015959525

### Role: Production Support Lead

---

#### Summary:

- Having total 8+ years of experience in covering all phases of SDLC - Analysis, production support on various applications using Java, J2EE, Spring, Springboot, SOAP and REST APIs.
- Good knowledge on java and J2EE framework, Springs with Hibernate technology.
- Good knowledge on web services including SOAP, WSDL, Apache AXIS and REST-ful webservice
- Good knowledge on various monitoring tools like Splunk, AppDynamics, Cribl, Dynatrace, SiteScope etc.
- Good knowledge on Java multi threading software design, knowledge of collections framework.
- Developed in a fully scalable Web application using Java, Spring, Web services, Junit, Maven and Oracle SQL.
- Experience in various design patterns like Factory Pattern, MVC, Session Façade and Singleton.
- Good understanding of Design Patterns (Creational/Structural/Behavioral), low level designing and expert in writing Multithreaded Java Applications.
- Expertise in MySQL, DB2 and Oracle with good knowledge of DBMS concepts.
- Good experience working with web/application servers like Web logic, Web Sphere, Apache Tomcat and JBoss application server.
- Experience in developing applications using IDEs like Eclipse, Intelli J and STS tools
- Good Knowledge in Ajax, Jakarta Struts and java script.
- Experience in full SDLC that includes analysis, design, development, coordinating testing and
- Experience in Autosys jobs and MQ monitoring for production support.
- Good experience in SOAP web services and REST-full APIS
- Experience in code management git hub, bitbucket, Jenkins and CICD pipeline
- Expertise in managing and leading diversified teams with Extensive experience in requirement gathering and interacting with clients/User groups.
- Experience in Kafka produce and consume the messages from the topic using @KafkaListener
- Good understand on AWS cloud infrastructure.
- Knowledge on Microservice.
- Versatile team player with good analytical, communication, interpersonal skills and keen on learning new technologies.

#### Technical Skills:

<b>Programming Languages</b>	: Java, J2EE, Core Java, Multithreading
<b>Web/XML Technologies</b>	: JSP, Servlets, JDBC, XML, HTML, JavaScript, Ajax, XML
<b>Frameworks</b>	: Spring, Springboot, Hibernate, Jakarta-Struts.
<b>Apache Projects</b>	: Log 4j, and Apache POI.
<b>Tools &amp; Utilities</b>	: Eclipse, Intelli J, STS tools, My Eclipse, JBOSS IDE, Notepad++, Toad, SQL Developer, SOAP, POST-man, JIRA, ServiceNow, Splunk
<b>Application/Web Servers</b>	: IBM Web Sphere, BEA Web logic, JBoss, Tomcat.
<b>RDBMS</b>	: MySQL, DB2, Oracle, PL/SQL.
<b>Source Control</b>	: SVN, Github, Bitbucket
<b>Operating Systems</b>	: Windows 9x/2000/XP/7, Unix

## **Project Experience**

### **Project# 1**

**Client: Personica**

**Jan 2021 – Jan 2023**

**Role: - Production Support Lead**

The Centralized Accounting Platform (CAP) is aimed at standardizing and streamlining various financial and accounting operations for the organization. Backend by an event-driven solution for the delivery of journals, transforming large legacy systems/processes, it is envisioned to encompass a wide range of features meeting diverse financial needs.

### **Responsibilities:**

- Working as a JAVA production support for Centralized accounting platform application.
- Proactively working on INC tickets created by users and will work on small code fixes in production based on priority from Business team within SLA
- Monitoring the application by using Splunk/Sitescope/Appdynamic alerts, creating documents for older issues and outages for future reference, providing training for new resources.
- Managing all certificates (SSL and message signing cert.) in CMT tool and renew the certificates before expire date by co-ordinate with interfacing systems and middleware team
- Analyse the logs by using UNIX commands & Splunk tool, store procedures & Java code for the issues and find RCA & work on code fixes in production-based priority
- Fixing data issues and minor code fixes within SLA
- Working on RCA details and debugging code to find out the issue for example null pointer exceptions or in one of the case messages failing while sending from Kafka due topic size limitation & fix if it is small code fix and review with Dev team by raising pull request.
- Using splunk to check the logs and copy the log files & SP details for root cause analysis
- Using SOAP UI and Postman to test SOAP & REST APIs
- Reviewing all RFCs (change requests) and infrastructure changes on weekly basis, provide RFC approval and join the implementation calls to make sure no impact to the application
- Arranging functionality demo for all the major releases to the Business team
- Managing offshore team and co-ordinate with them for any maintenance activities or issues for the resolution
- Managing weekly ticket status update calls with Business and prioritise the issues-based discussion with Business team
- Knowledge on Incident management, change management and release management process
- Using Splunk, APPD and Dynatrace for application monitoring
- Using splunk for alert setup and Service now auto INCs
- Creating splunk dashboard for business transaction monitoring
- AWS lambda deployment during release changes from dev team
- Monitoring Kafka consumers to check if any lags, consumer status also implemented a dashboard to check on the status.

**Environment:** JAVA 11, Agile/SCRUM, Design J2EE, JSP, Spring, Springs MVC, Spring Core(IOC), Auto wiring, Spring AOP, Spring Boot, Spring security, Hibernate, JQuery, XML, XSD, JSON, Oracle, JBoss, SOAP & Restful microservice based webServices, Jackson, Junit, SQL, PL/SQL, AWS cloud, S3, Terraform, CICD Jenkins, lambda deployments, Splunk, AppDynamics, Cribl, Dynatrace, Sitescope.

### **Project# 2**

**Client: Harman Connected Services**

**Jul 2019 – Dec 2020**

**Role: - Senior Product Developer**

VNG (Virtual Payment Pre-Authorization system) is an internet-based payment solution. It is an enhancement of existing virtual payment functionality. The virtual card accounts have tight authorization and fraud controls, provide enhanced reconciliation data, and work with any merchant that accepts the specified card.

It features a single-use transaction credit card that can be used within certain time limits. Virtual payment accounts are issued to business units, not individuals. The system provides a web-based application for customers to utilize the virtual payment service from a web front end, in addition to handling customer requests through various procurement systems.

### **Responsibilities:**

- Working as a JAVA production support for VNG(vPayment Next Generation) & vPayment Legacy Tier1 Applications and following DevOps model
- Proactively working on INC tickets created by users and will work on small code fixes in production based on priority from Business team with in SLA
- Monitoring the application by using Gomez tool, Splunk/Tivoli/Nimsfot/Appdynamic alerts, creating documents for older issues and outages for future reference, providing training for new resources.
- Managing all certificates(SSL and message signing cert.) in CMT tool and renew the certificates before expire date by co-ordinate with interfacing systems and middleware team
- Analyse the logs by using UNIX commands & Splunk tool, store procedures & Java code for the issues and find RCA & work on code fixes in production-based priority
- Fixing data issues and minor code fixes within SLA
- Working on RCA details and debugging code to find out the issue for example null pointer exceptions or in one of the case messages failing while sending from Kafka due topic size limitation & fix if it is small code fix and review with Dev team by raising pull request.
- Perform DR(disaster recovery) test once in a year to make sure all the functionalities working fine in DR environment.
- Using splunk to check the logs and copy the log files & SP details for root cause analysis
- Using SOAP UI and Postman to test SOAP & REST APIs
- Participated on DB uplift and cloud uplift changes(Oracle 11g to 12c and JBoss to ePAAS)
- Reviewing all RFCs(change requests) and infrastructure changes on weekly basis, provide RFC approval and join the implementation calls to make sure no impact to the application
- Arranging functionality demo for all the major releases to the Business team
- Managing offshore team and co-ordinate with them for any maintenance activities or issues for the resolution
- Managing weekly ticket status update calls with Business and prioritise the issues-based discussion with Business team
- Preparing sql quires for monthly reported for Directors
- Actively monitoring Autosys jobs, pro-active pre-defined Unix script alerts(JVMs heap size, space issues, IHS and APP servers status etc..) and working on Alerts and INCs and acknowledge them immediately.
- Learning new technologies to optimize the working process.
- Knowledge on Incident management, change management and release management process
- Using Splunk, APPD and Dynatrace for application monitoring
- Using splunk for alert setup and Service now auto INCs
- Creating splunk dashboard for business transaction monitoring

**Environment:** JAVA 11, SDLC, Agile/SCRUM, Design Patterns, SOA, Core Java, Collections, J2EE, JSP, Spring, Springs MVC, Spring Core(IOC), Auto wiring, Spring AOP, Spring Boot, Spring security,

Hibernate, JQuery, XML, XSD, JSON, Oracle, JBoss, SOAP & Restful microservice based web Services, Jackson, Junit, SQL, PL/SQL, AWS cloud, S3, Terraform, CICD Jenkins, lambda deployments, Splunk, AppDynamics, Cribl, Dynatrace, Sitescope.

### **Project# 3**

**Unobridge Solutions India Private Limited**

**Apr 2018 – Jun 2019**

**Production Support Analyst**

**Client: Ford, NA**

Ford Technology Services India (FTSI) is a wholly owned subsidiary of Ford Motor Company, USA. It is an integral part of Ford's strategy to build and strengthen Information Technology and Engineering capability in Asia Pacific to support the aggressive corporate growth objectives in the region. FTSI also provides additional capacity for IT systems development / maintenance and Engineering Services support when customer demand exceeds the capacity to deliver in other major regions like North America and Europe.

The Global Ordering and Logistics System (GOaLS) is a web-based order processing system. GOaLS is a network of interdependent tools and processes that streamline and automate the Order to Delivery (OTD) cycle across multiple markets. Vehicles approved for various markets, regardless of production source, can be ordered in GOaLS through a single user interface that interacts with multiple order processing systems.

#### **Responsibilities:**

- Proactively working on INC tickets created by users and will work on code fixes in production based on priority from Business team within SLA
- Monitoring batch jobs and validate if any API call failures by monitoring alerts and dashboards
- Monitoring globalscape for file transfer from GS to AWS S3 and the file processed from Core API module
- Work on Incident tickets from servicenow based on priority and resolve them on priority and make sure to update Business team on daily basis
- Setup calls with Business team on weekly basis to go through INC tickets and any upcoming scheduled outages and how to handle these.

**Environment:** Java 8, SOAP and Restful web Services (JERSEY), Spring, AspectJ, Spring Core(IOC), Auto wiring, Spring AOP, Spring Boot, HTML, JSON, Log4j, Git, Junit, Tomcat 9, Oracle 12c, Splunk, Jenkins, Maven, JQuery.

### **Project# 4**

**Unobridge Solutions India Private Limited**

**Sep 2017 - Mar 2018**

**Production Support Analyst**

**Client: WALGREENS, US**

ScriptMed is an end-to-end, enterprise specialty pharmacy application, which is instrumental in meeting the increasing demands of pharmacy and payer contracts with dynamic clinical and operational functionality. ScriptMed application was developed for the specialty pharmacy, which offers drugs with therapeutic complexity and at a high price. It helps Walgreens pharmacies to track and process the orders for medicines. All functionality aspects related to patient's care, dispensing medicines and claim processing etc. is performed in this application.

ScriptMed combines all the referral, clinical, financial, pharmacy operations and fulfillment functionalities in one paperless application.

The main goal of ScriptMed is to use technology, health care expertise, and valued resources to improve patient care.

**Responsibilities:**

- Proactively working on INC tickets created by users and will work on code fixes in production based on priority from Business team within SLA
- Work on INC tickets on daily basis based on the priority and resolve them within the SLA
- Co-ordinate with Dev team to fix on priority or any known defects reported by business team
- Application maintenance, actively monitoring and working on Alerts and INCs and acknowledge them immediately.
- Learning new technologies to optimize the working process.
- Resolving the critical issues within the SLA.
- Creating documents of older issues and outages for future reference, providing training for new resources.
- Generating MIS reports to client
- Monitoring all app exceptions & reviewing logs to identify RCA and implement alert capability for the new functionalities

**Environment:** Java/JDK 1.7, OOAD, Collections, Multi Threading, Struts 2.0, Tiles, JSP, JPA, EJB, Oracle, SQL/PLSQL, Spring IOC, Spring AOP, Spring MVC, Hibernate, IBM WebSphere, HTML, CSS, RAD, Windows/Solaris, XML, XSD, Junit, Eclipse, SVN

**Project# 5**

**Unobridge Solutions India Private Limited**

**Mar 2015 - Aug 2017**

**Software Engineer**

**Client: Express Scripts**

Atlas is a system application developed by Curascript for their Mail order business. Curascript is a specialty drug Pharmacy, focusing on drugs for cancer, multiple sclerosis, rheumatoid arthritis, and other rare, expensive medical conditions. Curascript represents the core of an expanded service offering, allowing Express Scripts to manage the most expensive, chronic illnesses that its customers face.

Referral and Orders are major functional areas under which the product is built on. Orders are placed by members who have opted for mail order delivery of medical supplies.

Orders are received through various channels including Mail, telephone and Fax. The received orders are scanned and stored in the system for future reference in using Right Fax and Imaging server.

**Responsibilities:**

- Involved in writing Design documents
- Was responsible for development of email web service which is responsible for sending an email to designated address in different scenarios like email Recipe to a friend, Forgot Password Email, Sharing the story on the website, posting the Recipe to the website.
- Was responsible for Information about the emails sent to the users must be logged for reporting purpose.
- Analysis and review of the code.
- Resolving the application issues and delivering the deliverables in time
- Supporting and Maintenance the application

**Environment:** Java/J2EE, Web Services, Struts, Spring, Hibernate, JBoss 4.0, Oracle, Eclipse 3.4.1