Software Engineer

**Yamini Monish Gunuru**

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**Summery**

* Working as **a Software Engineer** at **Mphasis Limited.,** Hyderabad, from Aug 2019 – Nov 2021.
* Possess 2.5 years of experience in IT industry with wide exposure on SDLC, Development Practices.
* Developed reusable libraries to reduce redundant code.
* Extensive experience in all phases of SDLC - Requirement gathering and Analysis, Design, Implementation, Testing, and Deployment.
* Good hands-on design, implement and maintain RPA application.
* Drive best practice, quality and consistency within design and development phases.
* Identification of production and non-production application issues and resolving them in timely manner.
* Provide technical support and consultation for application and infrastructure queries.
* Enthusiastic to learn new technologies and quickly adopts to new opportunities and challenges.
* Skilled team player, ability to work independently and as part of team.

**Skill Set**

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| --- | --- |
| **Programming Languages** | C, C# |
| **Java Technologies/Frameworks** | ASP.NET MVC |
| **Web Components** | HTML, CSS, Unqork |
| **Databases** | Oracle, PostgreSQL |
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**Professional Experience**

* Working as **Software Engineer** from June-2020 to Nov-2021 at Mphasis Limited., Bangalore.
* Working as **Associate Software Engineer** from June-2019 to Junu-2020 at Mphasis Limited., Bangalore.

**Education**

**B.Tech** in Computer Science Engineering **(CSE)** from **JNTU** in 2019**.**

**Certifications**

1. I have completed certification as a **Robotic Systems Architects.**
2. Certified Expert Configurator in **UNQORK**.
3. I have completed certification on “**Decisions Frameworks Developer**”

**Projects**

**Project # 3:**

Project Name : Enterprise Automation

Employer : Mphasis Limited

Duration : April 2016 – Till date

Technologies : Robotic Process Automation (RPA)

**Description:**

I worked in automation project. In which we get the date from the HR team and we compare the date with the external web adapter.

**Responsibilities:**

* Execution of Robotic Process Automation initiatives in various customer engagements
* Build prototypes to explore new scenarios and optimizations of existing solutions.

Documentation of designs, approaches, and processes

**Other skills:**

Good interpersonal skills, committed, result oriented, hard working with a quest and Zeal to learn new Technologies. Positive attitude, quickly adaptable to new environments

**Project # 1:**

Project : AST Save

Employer : Mphasis Limited

Duration : Aug 2019 – Aug 2020

Technologies : ASP.NET MVC

**Description:**

Travel Management System This system is used by the internal clients to submit travel requests. These submitted request further processed based on the specific price rules.

**Responsibilities:**

* Extensively engaged with multiple teams to gather requirements.
* Developed reusable libraries(views) which saves lot time.
* Developed application using ASP.NET MVC framework.
* Involved in all phases of the application development.
* Production support
* Fixing issues in collaboration with multiple stake holders.

**Project # 1:**

Project : AST Save – Production Support (Mphasis Limited)

Duration : Aug 2019 – Aug 2020

Technologies : ASP.NET MVC

**Description:**

I worked on a support project. In which I check the health checks of the application. The reporter raises an issue if **they** face any issue with the application and I help in resolving issue by either approaching the developer or a service team.

**Responsibilities:**

* Assisted reporter with more difficult technical issues requiring a greater level of personalized care and in greater length.
* Escalated support desk tickets to developers in the most crucial circumstances and after considerable time had been spent on a single ticket.
* Provided Training to the newly onboarded team members.

**Key Achievements**

* Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 5 tech support engineers.

### **Key Skills**

* Software Troubleshooting & Problem Solving.
* Phone & Email Technical Support.
* Communication & Interpersonal Skills.
* Creative Thinking Skills.

**Personal Details**

* Name : Yamini Monish Gunuru
* Date of Birth : 27-12-1997
* Nationality : Indian
* Passport No. : T0939921
* Languages : English, Telugu, Hindi

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Place: (**Yamini M G**)