Bharadwaj Gona ⭐ Featured

Software Engineer with 5.8 years experience in IT industry with diverse roles in the field of Application support/Production support and Maintenance.

Current Designation: Senior software Engineer

Current Company: Achala It Solutions

Current Location: Hyderabad / Secunderabad

Pref. Location: Bengaluru / Bangalore,Hyderabad,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Software Engineer,Software Engineering,Change Management,Incident Management,SLA Management,HTML,Java,Oracle,SQL,PLSQL,JIRA,Production Support,Technical Support,Troubleshooting,Application Support,L2 support,Problem Management,ITIL

Verified : Phone Number | Email - id

Total Experience: 5 Year(s) 7 Month(s)

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]

Last Active: 21-Jan-21   Last Modified: 21-Jan-21

Summary

? Currently working as Senior Software Engineer at Achala IT Solutions.
? Total of 5.8 years work experience in IT industry with diverse roles in the field of Application Operation Support and Maintenance.
? Microsoft Power BI Certified in edx.
? Strong knowledge on BMC Remedy tool.
? Well versed with Incident Management, Problem Management and Change Management processes.
? Played the role as a Team Lead.
? Worked on Level2, Level3 Support and Maintenance activities for different Critical Applications (Java, J2EE) for BMW client.
? Experienced in Debugging the code, provide work around/ temporary solution/Hot fixes to minimize impact on the business.
? 100 % adherence to SLA.
? Strong knowledge in Support and Maintenance process.
? Knowledge on Devops model and AWS environment.
? Proactively identified issues, bugs in the Application and proposed solutions for them.
? Performing the RCA (Root Casual Analysis) for all the high priority tickets.

Work Experience

Achala It Solutions as Senior software Engineer
May 2015 to Till Date

Project #1:

Project Name   : Sales Assistant 3+ (SA3+)
Clients   : BMW Group
Duration   : Aug 2016 to till date
Role   : Software Engineer
Environment   : Java, Oracle, Linux

Description: Sales Assistant3 application is a desktop software which is used by the salespersons and dealers for sales processes. This application is available in 30 countries around the world.SA3 application provides the functionalities like Configuring the vehicles, ordering and financing the vehicle..

Project Details:
Project #2:

Project Name : Global Customer Database Management (GCDM)
Clients : BMW Group (Rolls Royce,MINI,BMW I,BMW)
Duration : Sep 2017 to Aug 2019
Role : Software Engineer
Environment : Java,J2EE,Oracle,Linux,SMP.
Description:
An essential components of the GCDM platform and their relationship to GCDM clients and outbound external systems
are on Demand. The usage of the different GCDM modules by GCDMclients is illustrated using references "IAM" for using
IAM interfaces. Additionally the different actors are visualized. project storage with vast user information including
Customers consist of both the actual end customers as well as BMW and BMW partner employees.

Project Details:
Project #3:

Project Name : Transport Quality Control (TQC)
Clients : BMW Group
Duration : Jan 2016 to April 2020
Role : Software Engineer
Environment : Java, Oracle, Linux

Description:
TQC is a web-based (intranet) application for recording, managing damage reports and the associated vehicle condition
and damage data for new and used vehicles. It is available in all the markets and used by the Internal employees. This
application applies both to the preparation of internal reports and to standard returns calculation for vehicle return.
Furthermore, the system offers the possibility to print relevant documents in PDF format.

Roles and Responsibilities:

? Application Lead for above Service Applications.
? Training the new team members technically/functionally.
? Interacting with the client to remove the roadblocks on the timely manner.
? Handling the incoming tickets and resolving them as per the agreed SLA.
? Creating reusable solutions for resolving the issues quickly.
? Proactively identified issues, bugs in the Application and proposed solutions to it.
? Performing the RCA (Root Casual Analysis) for all the high priority tickets.
? Analyzing and maintaining the infrastructure report of the application.
? Updating the Operational Manual, Application related documents on a regular basis.
? Creation/ Updating the Knowledge articles frequently.
? Coordinate with Maintenance Team / Relevant support teams during the releases/infrastructure changes.
? Giving Presentations / Training the Key users about the new functionalities added in the application.

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **JNTU College of Engineering** in **2014**

Other Qualifications/Certifications/Programs:

Microsoft Power bi

IT Skills

Skill Name	Version	Last Used	Experience
SQL, PL/SQL,HTML			4 Year(s)
Postgres , Oracle			
core java ,LINUX			3 Year(s)
Change Management, Problem Management			5 Year(s)

ITSM, SMP	
Kibana,Dynatrace	
Application Support	5 Year(s)
Eclipse, Power BI Desktop	
PRODUCTION SUPPORT	5 Year(s)
L2 support, Incident management	5 Year(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

Projects

Project Title: Global Customer Database Management (GCDM)
Client: BMW Group (Rolls Royce,MINI,BMW I,BMW)
Nature of Employment: Full Time   Duration: Sep 2017 - Aug 2019
                                                       Onsite / Offsite: Offsite
Project Details: An essential components of the GCDM platform and their relationship to GCDM clients and outbound external systems are on Demand. The usage of the different GCDM modules by GCDMclients is illustrated using references "IAM" for using IAM interfaces. Additionally the different actors are visualized. project storage with vast user information including Customers consist of both the actual end customers as well as BMW and BMW partner employees.

Project Title: Sales Assistant 3+ (SA3+)
Client: BMW Group
Nature of Employment: Full Time   Duration: Aug 2016 - Till Date
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Project Details: Sales Assistant3 application is a desktop software which is used by the salespersons and dealers for sales processes. This application is available in 30 countries around the world.SA3 application provides the functionalities like Configuring the vehicles, ordering and financing the vehicle..

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Affirmative Action

Work Authorization

Category: General

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time