

# SRI RANGA DURAI N

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## OBJECTIVE

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To work in a learning and challenging environment, utilizing my skills and knowledge to be the best of my abilities and contribute positively to my personal growth as well as the growth of the organization

## WORK EXPERIENCE

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### WIPRO TECHNOLOGIES

May 2018 - Jan 2025

#### CLIENT: TELEFONICA

- The Telecommunication services that offer to B2B and B2C in the region include broadband internet, telephony and mobile services.
- Assisting in the recovery of all P1/P2 Major incidents, maintaining appropriate reporting and notifying key stakeholders, and ensuring minimal business effects are all important tasks.

**TOOLS USED:** Spring Suite Tool (STS), JIRA, BMC Helix, Gitlab.

#### ROLES AND RESPONSIBILITES:

- Manage and respond to IT incidents, ensuring minimal impact on business operations.
- Identify root causes of recurring issues and implement long-term solutions.
- Implement monitoring tools to track the performance and availability of IT systems.
- Solving JIRA Tickets, Fixing Bugs, Implementing new functionalities.
- Maintain code quality standards and write Junit Test Cases.
- Collaborate with the team on problem-solving.
- Developed Scripts for Automating Git Branch Creation, Streamlining Version Control and Deployment Activities.

## PROJECTS

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### Responsive Web Application for Food Ordering | HTML, CSS, Bootstrap, JavaScript

- Developed a responsive web application for Food Ordering with key pages including Home, About, Food Order, and Contact to provide comprehensive information.
- Implemented dynamic cart functionality with real-time price updates.
- Designed a mobile-friendly UI with an interactive menu and modern layout.

## TECHNICAL SKILLS

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- **Core Language:** Java
- **Front-End:** HTML, CSS, JavaScript, React
- **Back-End:** Spring Boot.
- **Database:** SQL
- Incident Management, Service Desk Management, Change Management.

## EDUCATION

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### Bachelor of Technology (Information Technology)

2018 – 2022

Karpagam College of Engineering, Coimbatore

- CGPA - 8.06

## CERTIFICATION

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- Microsoft Azure Cloud Certification.
- MERN Stack Development - Pumo Technovation (On-Going), Vadapalani.