

# BALAGANI GANESH

## Software Engineer

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Vijayawada, Andhra Pradesh Indian

## SUMMARY

Results-driven Java Developer with 4 years of experience designing, developing, and supporting enterprise-scale applications in Spring Boot, REST APIs, and Microservices architecture. Proficient in Java 8+, JPA/Hibernate, and SQL. Adept at debugging production issues, optimizing code performance, and collaborating in Agile environments. Seeking to leverage backend development expertise to build scalable, high-performance Java solutions.

## EXPERIENCE

### Software Engineer

#### HCLTech

2024 - Present Vijayawada

Global IT services company providing technology and consulting services

- Developed and enhanced modules for a large-scale Disney enterprise application using Core Java, Spring Boot, and REST APIs.
- Implemented more than 25 feature enhancements and bug fixes, improving application stability and performance.
- Designed and optimized API endpoints integrating with MariaDB using Spring Data JPA and Hibernate.
- Automated deployment and testing workflows through Jenkins pipelines, reducing manual deployment time by 30%.
- Created and maintained JUnit and Mockito test cases, ensuring over 90% code coverage.
- Utilized AWS services for application monitoring and troubleshooting with Splunk dashboards.
- Actively participated in Agile ceremonies and code reviews to ensure adherence to best practices.

### Software Engineer

#### HCLTech

10/2022 - 12/2023 Vijayawada, Andhra Pradesh

Global IT services company providing technology and consulting services

- Actively handled P1 and P2 critical production incidents, ensuring minimal business impact and fast service restoration.
- Performed end-to-end incident management, including identification, diagnosis, escalation, resolution, and closure.
- Monitored applications and infrastructure through application logs, database logs, OS health checks, URLs, and alerting tools.
- Acted on real-time alerts generated via Zabbix, performing immediate triage and corrective actions.
- Conducted root cause analysis (RCA) for recurring incidents and logged problem tickets until permanent resolution.
- Coordinated with application vendors, Linux, Wintel, Active Directory, and security teams for issue resolution.
- Managed ServiceNow tickets, maintaining accurate documentation and resolution notes to enrich the knowledge base.
- Adhered to strict Change Management processes, including raising change requests, participating in CAB reviews, and executing production deployments.
- Supported SIT, UAT, DR drills, and production releases, ensuring operational stability.
- Assisted in vulnerability fixes and security remediation in collaboration with product vendors and security teams.
- Performed weekly alert trend analysis and implemented actions to reduce noise and recurring incidents.

## SKILLS

### Languages

Java, SQL

### Frameworks

SpringBoot, Spring MVC, JPA

### Tools & DevOps

Git, Jenkins, AWS (EC2, S3 basics), Splunk, Docker

### Concepts

RESTful API Development, Microservices, CI/CD Pipelines, Agile/Scrum

## EDUCATION

### B.Sc. Design & Computing

#### Bits-Pilani

GPA

8.23 / 10

### Intermediate (M.P.C)

#### Narayana Junior College

GPA

9.46 / 10

## KEY ACHIEVEMENTS

### Spot Award for Performance

Played a major role in solving P1 incidents and received a spot award as an appreciation

### Value Creations

Submitted value creation ideas that were reviewed and shortlisted as part of internal innovation initiatives. Recognized for proactively identifying efficiency and quality improvement opportunities beyond assigned development tasks.

## STRENGTHS

### Personal Strengths

Confidence, dedication, and a desire to learn at every stage of my career

### Personal Strengths

Obedient, responsible, and quickly adaptable to new environments

### Personal Strengths

Positive attitude, self-confidence, and belief in hard work