Shivakumar Ummeda

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Experience

Software Engineer – Technical Support L3(Music Domain, BMG Supply Chain) — *Remote, 1st March 2023 – 31st March 2025*
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- Provided L3 Technical Support for 4 BMG enterprise applications, ensuring smooth operations and minimal downtime. Resolved 210+ Jira Service Desk tickets, including bugs, incidents, and service requests. Investigated and resolved production issues by checking logs, executing scripts, debugging, and reproducing issues.
- Performed database updates and wrote SQL queries for troubleshooting and data fixes. Implemented application health monitoring alerts using Terraform to detect downtime and improve response times.
- Used Jenkins for CI/CD, automating builds and deployments to improve release efficiency. Participated in Agile ceremonies (Scrum, Sprint planning, and retrospectives) and worked closely with cross-functional teams to deliver high-quality features.
- Collaborated directly with BMG clients, product owners, and cross-functional teams to address critical issues and improve system performance. Participated in cross-team calls to align with development, DevOps, and business teams for seamless issue resolution and process optimization.
- Developed real-time applications using React (Frontend) and Spring Boot (Backend), ensuring seamless user experience and backend efficiency, created responsive UI components to improve performance and user engagement, designed and implemented RESTful APIs in Spring Boot to enable smooth data exchange between frontend and backend. Developed microservices architecture in Spring Boot, improving system scalability and maintainability.

Software Engineer Intern — *Nizamabad, Telangana, Nov 2022 – Feb 2023*
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- Learned TypeScript, React, Git, and GitHub for frontend development. Developed a static website using React and TypeScript, following best practices.
- Gained hands-on experience in version control, code collaboration, and deployment.

Projects

Case Management System for Insurance Investigation — *2025*

- Developed a React and Spring Boot application to streamline case tracking, document management, and fraud detection for a third-party insurance investigator.
- Automated physical storage, tracking, and document management, reducing manual effort and improving efficiency.
- Tools Used: React, Java, SpringBoot, PostgreSQL, Figma

Skills

Languages: Java, JavaScript, TypeScript, Python, PostgreSQL, HTML, CSS

Technologies/Frameworks: React, Spring Boot , Microservices, BootStrap, Tailwind CSS

Cloud Services and Deployment: Google Cloud Platform, Docker, CI/CD(Jenkins)

Version Control: Git, GitHub, BitBucket

Operating System: Linux, MacOS, Windows

Core Subjects: Object-Oriented Programming, communication skills, problem-solving and multi-tasking skills

Developer tools and Others: Postman, Figma, Agile Methodology, Logging and Monitoring (Grafana)

Education

Kakatiya University College of Engineering and Technology, Kakatiya University Campus, Warangal *May-2022*
B.Tech in Information Technology

- GPA: 6.1

Positions of Responsibility

tech.at.core: Trained and Mentored 4 employees on Java, GCP, and processes in my project. Conducted training sessions for interns as part of tech.at.core, covering Java, TypeScript, GCP, and project support processes to enhance their technical and operational skills.