**Addala Kiran Kumar Phone: +91 - 9951173570 Email: kirankumar5566@gmail.com**

**PROFFESIONAL SUMMARY**

Having 5 years of total experience, 3 years of relevant experience as a software Engineer with a wide range of experience in Support and development as an Integration Developer adept at designing and implementing effective enterprise level integration solutions in middleware platform MuleSoft ESB. Excellent level of technical knowledge combined with sound business vision. Exceptional problem solving with written and verbal communication skills, with broad understanding of Enterprise Integration patterns, databases, and operating system.

* Troubleshoot technical issues related to MuleSoft projects Support on multiple customer projects simultaneously.
* Extensive experience in creating Low-Level Design (LLD) and designed API’s using API Designer with RAML.
* Respond promptly and effectively to technical support requests from clients regarding integration API-related issues.
* Diagnose and troubleshoot technical issues, offering timely and accurate solutions to ensure minimal disruption to clients' operations.
* Collaborate closely with cross-functional teams, including developers and operations, to resolve complex integration challenges.
* Having experience on managing platform related certificates. such as Load balancer certs, TLS, and SSL certs in Platform.
* Involved in call with customers and analyzing the issue raised in production.
* Having good knowledge in understanding the source code in MuleSoft projects.
* Having good experience in ServiceNow tool. We use ServiceNow tool for tickets in our project.

**TECHNICAL SKILLS:**

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| **INTEGRATION TECHNOLOGY** | Mule ESB4.0,4.1.5 |
| **IDE** | Anypoint Studio |
| **Data Bases** | My SQL, SQL |
| **Markup Languages** | HTML, XML and JSON |
| **Operating Systems** | Windows |
| **Other Tools** | Postman, ServiceNow |
| **Version Control** | GIT Hub |

**EDUCATION & QUALIFICATIONS:**

* **B.Tech (Comp.)** JNTU Kakinada (Andhra Pradesh)

**CERTIFICATIONS:**

* MuleSoft Certified Developer - Level 1 (**Mule 4**)

## **Professional Experience:**

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| --- | --- | --- |
| **Month-Year** | **Designation/ Role** | **Role Responsibilities** |
| Sept 2021-present | HCL technologies | Worked with Dev and Managed Services teams Design & Developing Mule flows, worked on the change requests, deployment, testing and end to end support lead activities, |
| Jan 2019-Aug 2021 | Intelsoft Private Limited | Worked on Incidents reported by the clients. Involved in the new change/enhancement gathering for business requirements. |

**PROJECT: 3 Sep 2021 to Present**

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| --- | --- |
| **Client** | Nestle |
| **Role** | Senior Software Engineer |
| **Month - Year** | Sep 2021 to present |
| **Environment** | Mule ESB, JMS, REST, Salesforce, HTTP, RAML, Cloud Hub, MYSQL |

**Description**:

Nestle is the biggest IT operations landscape in the FMCG industry and drive digital transformation at scale. Its work enables Nestlé to make a positive difference to the lives of millions of consumers and customers worldwide. Nestle is using advanced analytics to transform how to use data, leverage e-commerce opportunities to better serve customers, and drive 'industry 4.0' opportunities in supply chain and manufacturing. Nestle is working with all the corporate functions at to deliver IT products and solutions which are shaping digital transformation.

**Roles** **and** **Responsibilities:**

* Nestle is using ServiceNow tool for ticketing purpose.
* We worked on P3, P5 tickets in Nestle project. For P3 the breach time is 24 hours and for P5 breach time is 5 days.
* Once we receive ticket in our queue. we will assign the ticket on our name and will connect with customer to understand the issue and then will check the application in runtime manager for logs.
* Having experience in identifying the errors from logs and debug the code in Anypoint studio.
* Having experience in creating certificates or updating certificates in Anypoint Secret manager.
* Having experience in Proxy API creations in MuleSoft.
* Created RAML’s with multiple resource paths and methods During the course of project.
* Troubleshooting the issues by using postman tool for testing and debug the issues using code.
* Worked on few proxy creations using templates.
* In nestle they created a template for API creation and for Proxy creation. It will automatically create repository in Azure Devops to store the API in repo.

**Environment:** Mule 4 soft Any Point Studio, Cloud hub, RAML, APIKIT Router, Git Hub.

**Project: 2**

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| --- | --- |
| Client | Illinois Health care Family services |
| Role | Software Engineer |
| Month - Year | Dec 2020 to Aug 2021 |
| Environment | Mule ESB, JMS, REST, Salesforce, HTTP, Web Services |

**Description:**

The Illinois Department of Healthcare and Family Services (HFS) is responsible for providing healthcare coverage for adults and children who qualify for medical aid, and for providing Child Support Enforcement services to help ensure that Illinois children receive financial support from both parents. The Data Support Section of the bureau is charged with handling diverse requests for data assistance from both inside the agency and outside.

**Responsibilities:**

* Co-ordination with different teams for the requirements analysis by interacting with the Architect & clients.
* Designing the configuration according to different development requirements.
* Develop the mule applications for different use cases based on the requirement.
* Created technical POC’s followed by developing and implementing the mule ESB flows.

**Project: 1**

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| --- | --- |
| Client | Aldermore Bank |
| Role | Software Engineer |
| Month - Year | Feb 2019 to Dec 2020 |
| Environment | Mule ESB, JMS, REST, HTTP, Web Services |

**Description:**

Aldermore Bank is a retail bank which provides financial services to small and medium-sized businesses. It was founded in 2009 and listed on the London Stock Exchange in March 2015. It was a constituent of the FTSE 250 Index until it was acquired by South African banking conglomerate First Rand in March 2018.

**Responsibilities:**

* Co-ordination with different teams for the requirements analysis by interacting with the Architect & clients.
* Involved in PI plannings with client.
* Designing the configuration according to different development requirements.
* Did Enhancement changes in common-utility-framework to handle all type errors, for all integrations.
* Involved in Code Review, applying coding standards.
* Deploy Mule ESB Applications in On-Premises using AZURE DEVOPS.
* Migrating On- Premises applications to Runtime Fabric.
* Prepared Integration Documents along with flows based on use case from technical specifications.
* Worked on Production Issue to provide quick and timely resolution for production issues within SLA.
* Enhance or make changes based on the error occurred in production environment in existing flows occurred by debugging system issues by closely monitoring the applications-based error type and CR.
* Worked with platform team to ensure all the applications are working sustained.
* Resolve the SNOW incidents assigned to DEV group based on the error types and issue occurred within SLA.
* Follow-up with various end users to ensure the data consumed by the API is accurate.
* Performed Nonproduction and Production server recycling activities on a periodic cycle to ensure the application is running healthy.

Place: (Addala Kiran Kumar)