

# Appala naidu Kolli

MCA | Full Stack Software Engineer | SLA Lead | DevOps



Email:  
appalanaidukolli1992@gmail.com

Mobile: +46-764337018  
Address: Malmö, Sweden

## PROFILE SUMMARY

- ❖ Results-driven Business Analyst with 9+ years' experience across business analysis, data analysis, and DevOps, including 3 years driving digital and supply chain transformation. Proven ability to bridge business and technology, design customer and co-worker journeys, and support global transformation programs. Skilled in omnichannel analysis, marketing operations, and enabling customer-centric capabilities. Strong record of delivering actionable insights, workflow automation, and cross-functional collaboration in complex, multinational environments. Experienced in developing and maintaining software solutions for production systems, leveraging a strong understanding of the software lifecycle and systems development.

## EDUCATION

- ❖ MCA (Master of Computer Applications) from Andhra University, Visakhapatnam, in 2016.

## CERTIFICATIONS

- ❖ Digital : Dot Net Full Stack Developer with Angular Specialization
- ❖ Certified Scrum Master
- ❖ Technology : **Generative AI** Foundation Curriculum
- ❖ Oracle database 12c : PLSQL Certification
- ❖ Retail : Foundation Certificate in Retail Operations

## CORE COMPETENCIES

- ❖ **Software Development:** C#, .NET Core, Windows-based applications, Systems Development
- ❖ **Production Systems:** Assembly, testing, and data collection software
- ❖ **CI/CD & DevOps:** Azure DevOps, Jenkins, Git, Windows Environment
- ❖ **Manufacturing & Test Systems:** NI TestStand (experience), SQL-based solutions
- ❖ **Frontend:** Angular, React, JavaScript, TypeScript
- ❖ **Database:** SQL Server, PostgreSQL, Oracle, SQL
- ❖ Agile Practices: Scrum, Kanban, SAFe, agile
- ❖ **Monitoring & Troubleshooting:** Splunk, AppDynamics, Catchpoint, ServiceNow
- ❖ **Stakeholder Collaboration:** Global teams, factory integration, Collaboration

## TECHNICAL PROFICIENCIES

- ❖ **Programming languages:** C#.Net, API, Angular, Python, SQL, C#, JavaScript, React, Type script, .NET
- ❖ **Database Technologies:** Oracle, MongoDB, Postgres DB, SQL
- ❖ **Agile Tools:** JIRA, Confluence, Git
- ❖ **CI/CD:** Jenkins, Azure DevOps
- ❖ **BI & Analytics:** Power BI, SQL, Excel-advanced
- ❖ **Design & Collaboration:** Visio, Figma, Miro
- ❖ **Others tools:** ER Studio, Service Now, Splunk, Cathpoint.

## WORK EXPERIENCE

### Full Stack Engineer || DevOps Engineer || IKEA

- Developed and supported 40+ business applications using C#, .NET Core, JavaScript, Angular, React, JavaScript, TypeScript and Python, contributing to systems development and the software lifecycle.
- Developed scalable microservices in C#/.NET Core integrated with Azure cloud, supporting multiple enterprise applications and production systems.
- Automated recurring user requests by building a Service Request Engine, cutting lead times and improving efficiency through workflow automation.
- Implemented application health monitoring with Splunk, AppDynamics, and Catchpoint, creating dashboards and proactive alerting for surveillance and security.
- Delivered frontend features using JavaScript, TypeScript, React, and Angular, ensuring clean, maintainable code and seamless user experience.
- Implemented CI/CD pipelines with Azure DevOps and Jenkins, enabling continuous delivery and deployment of new features within a Windows Environment.

- Developed scalable microservices in C#/.NET Core with seamless Azure cloud integration, supporting application development and production systems.
- Set up and managed application availability and health monitoring using Splunk, AppDynamics, and Catchpoint; developed performance dashboards and automated alerts to proactively identify issues and ensure optimal system reliability.
- Recognized with the Contextual Master Award for proactively identifying a critical flaw in the application's recommended sale price calculation logic. Designed and implemented an automation solution that corrected the issue and prevented future occurrences, resulting in business savings of over 2 million SEK. The initiative demonstrated strong analytical thinking, technical execution, and business impact.
- Successfully led the migration of IKEA's largest database system from Oracle 12c to 19c, coordinating with over 20 cross-functional teams to plan and execute a seamless transition. Oversaw all phases of the migration including impact analysis, scheduling, testing, and deployment ensuring minimal disruption to business operations. Received client appreciation for delivering the project on time with high quality and operational stability.
- Served as SLA Lead for a 7-member team, overseeing daily operations, ensuring adherence to SLAs, and driving incident resolution and change management processes. Coordinated task assignments, monitored KPIs, and acted as the primary liaison between technical teams and stakeholders to ensure timely delivery. Worked across different software development lifecycle models, including Waterfall and Agile (Scrum, Kanban, SAFe), adapting practices to project needs and ensuring alignment with business expectations
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## Achievements

- **TCS AI Spark,TCS Innovation Awards** – recognition for identifying an **AI-driven** business use case and proposing an effective solution approach.
- **On the spot award 2024,2023,2022,2017** – Awards for Excellence
- **Contextual master award** – For a business-critical automation development.

## Strengths

- **Creative** and resourceful in generating innovative solutions to complex problems.
- **Motivated** self-starter with strong drive to achieve goals and maintain high performance.
- **Friendly** and collaborative team player who builds positive working relationships and supports effective teamwork

## ➤ PERSONAL DETAILS

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- ❖ **Date of Birth:** 15<sup>th</sup> May 1992
- ❖ **Languages Known:** English, Telugu