**Mallikarjun J**

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**Introduction:**

* Software Development Engineer with total of 3.1+ years’ work experience in IT Telecom sector.
* Seeking roles in areas where I can apply expertise and contribute to business growth by utilizing technical knowledge in development, automation and analysis.

**Skill Set:**

* Python for Automation, Data Analysis, ETL operations,
* Backend Development with Django and Django REST framework.
* Database - Oracle SQL, MongoDB(NoSQL),
* Data Visualization - Power BI, Chart JS, Power BI
* Web Technologies - JavaScript jQuery, HTML, CSS, Bootstrap 4,
* Others: RPA UiPath, MS Excel, Linux, JSON and XML parsing, Heroku(cloud), JIRA, Service Now, Swagger UI.
* GitHub - <https://github.com/arjun28>

**Work Experience:**

* CenturyLink Technologies, Bengaluru.
* Experience: 3 Years 1 Months. (July 2018 to Present).
* Designation: Software Development Engineer (Level 2),
* Role: Automation, Development and Data Analysis (Individual Contributor).
* Current CTC: 5.28 LPA.
* Notice Period: 2 Months.

**Accomplishments:**

* Data ETL automation using python – Converting ETL process steps developed within Pentaho tool into python scripts. As a result, enhanced the performance rate from 2 Hours to 3 minutes per run. The steps involved querying MongoDB for 35M+ JSON documents and applying necessary business rules and loading into dev and prod tables in Oracle Database which further powered the Tableau Visualization Dashboard.
* Order Fallout/Repair Automation – There are scenarios where the order has needs to be cancelled in the ordering system. This steps are performed manually by the backend repair team. This process was automated using python. The steps involved querying MongoDB, validating the document thoroughly, calling REST API and updating in production. Added logging and auto email feature using SMTP/MIME library.
* Machine Learning project – Incident Pattern classification using ML: The team gets an excel sheet containing incident tickets and description. There is a manual task of reading the description and classifying it to defined set of category. Built ML based backend solution which intakes the data and predicts its category. Uses TFID vectorization, Random Forest ML algorithm and NLTK libraries. This was further developed as full stack web application. The data was persisted and data input/output and visualization was done via web UI.
* Performed RCA, Data Analysis and correction of data discrepancies in the system that caused customer impacts. And involved Ordering, Inventory and Provisioning legacy systems. Undertook proactive measures and built optimized automated solutions using python that addressed these issues and reduced manual correction touchpoints for repair teams.
  + Fixing Ordering and Provisioning Speed Mismatches and Authentication issues:
    - Improved customer experience by ensuring delivery of the speed that customer opted. This contributed to Service Assurance. Service interruptions causing customer to churn out is main customer impact if not resolved.
  + Network element (Billing Customer ID) Synchronization:
    - Resolved the Authentication issues for the customers. Incorrect subscriber and identification and bad customer experiences were some of the impact. This required data gathering from multiple sources, cross comparing, transforming and merging and finally preparing final report of correction.
  + Static IP data cleanup:
    - Identification and data cleanup of incorrect stale static IP data in the system. Proactive resolution ensured reduction in assignment of duplicate Static IP to customers. Assignment of incorrect IP for new customers which impacts customer onboarding and leads to trouble and fallout.
* Automation solutions built using python that addressed business impacting problems:
  + Data Synchronization Status Report:
    - Complete automated solution to fetch 2.4 Million data from three systems – Inventory, Billing/Ordering and provisioning system, ensure data is synchronized among these three systems if any. Report is generated and discrepancies are fixed.
    - Technology used: Python and Pandas, Oracle SQL.
    - Involved conversion of slow shell script to python, fetch data from multiple data sources - database, API, business logics.
* Customer onboarding Analytics and dash boarding:
  + Track the new High Speed Internet customer orders based on their three modes of onboarding, fetched data from Data Lake for analysis. Scrub the data if mismatch exists. Prepare the flattened files for data visualization using Power BI. Generate report on timely basis and share to higher management.
* Support onsite stakeholders and leaders:
  + Data gathering for customers in bulk from data various sources DB, API, etc. apply discussed logic and generate the report.
  + Customer base migration support. Moving the customer’s information and network related details existing on centralized devices to better devices.
* Project and value adds:
  + Full Stack Web App to track the Data Synchronization Status in the system, Reporting and custom dashboard visualization. Built using Python and Django, JavaScript, jQuery, Chart.JS and HTML/CSS.
  + Developed Web based GUI for the tools:
    - Workflow synchronization: developed for internal use for API functional testing, supports multiple API endpoints, sequence chaining and generates statistical report.
    - Synthetic Data Generator: Mimic and generates artificial data by maintaining data integrity and relational dependency among data fields. Utilized by testing teams.
  + Server space usage management script: To automatically detect space usage of a server system and clear up unwanted data feeds. Internal use.
  + Webpage Scrapping tool: built with python and beautiful soup 4 library. Purpose was to scrap customer and their IP data from internal website as an alternate solution to getting data from restricted database.
* RPA UiPath based Service Now Ticket extraction: First project in RPA UiPath studio which involved opening browser inputting the URL, Ticket number into search input and scraping data from the searched result for that ticket and saving it to excel sheet.
* Received appreciation from various onshore leaders and architects for providing solutions as per their requirement and needs for the above mentioned tasks. Also obtained recognitions for Commitment to Excellence and Customer Experience.

Freelance Projects (Full stack Web Development + Mobile Responsive):

* WABCO/Hyundai KLEN – Image Processing Full Stack Web Application.
  + This purpose of the project is to compare two identical products and detect physical impairments. This project involved knowledge in image processing using OpenCV and full stack web development – using Python/Django and JavaScript.
* Small business Salesman tracker fullstack web application project using Python, Django, JavaScript/jQuery, Bootstrap4 and SQLite3.
* OTT Movie App (Front End only):
  + To build Over-The-Top Streaming app similar to EROS now, Netflix, etc. Developed UI using Bootstrap 4, jQuery, HTML/CSS.
* Small Business Landing Page (Front End only):
  + Build and host a simple customer landing page that include services, portfolio, contact and business description. Developed UI using Bootstrap 4, jQuery, HTML/CSS.

Personal/Hobby Projects

Built with Python/Django, JavaScript, AJAX and Bootstrap:

* + YouTube to MP3 converter app (Full Stack + SPA):
    - Link - yt2mp3converter.herokuapp.com
  + Mobile Responsive web design for a gaming cafe (Design only).
  + Other apps include Speech to Text and vice versa.

**Additional Certifications:**

* RPA UiPath Foundation 2021.
* ITIL Foundation V3 from Axelos, 2019.
* Leadership and Team Development Skills, CHRIST UNIVERSITY, 2018.
* Retail Management, CHRIST UNIVERSITY, 2018.

**Educational Qualifications:**

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| Education | COURSE | Percentage Obtained |
| Christ University,  Bangalore  (2015 to 2018) | BSc – Computer Science, Mathematics, Electronics | 68.64%  (average of 6 semesters) |
| National College, Jayanagar,  Bangalore  (2013 to 2015) | Science – Physics, Chemistry, Mathematics, Electronics | 61.67% |
| Sree Rama Vidyalaya,  Bangalore  (2013 graduate) | SSLC | 78.24% |

**Declaration:**

Mallikarjun J, I hereby declare that the above information is true to the best of my knowledge.