

# Balaramaiah Machavaram

Senior Analyst | .NET Full-Stack Developer

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## SUMMARY

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Senior Analyst with 3.5+ years of experience delivering secure, high-performance applications using .NET Core and Angular. Known for improving system reliability through proactive incident management and root cause analysis, and for designing robust Restful APIs and scalable back-end solutions that enhance business efficiency. Strong expertise in ASP.NET Core MVC, Web API, EF Core, Angular, and SQL Server, with a commitment to building maintainable and secure software systems that drive measurable results.

## TECHNICAL SKILLS

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**Languages:** C#  
**Web:** ASP.NET Core MVC, Web API, Entity Framework  
**Frontend:** Angular, HTML, CSS  
**Databases:** SQL Server  
**Tools:** Visual Studio, SSMS, Postman  
**Testing:** xUnit  
**Monitoring & ITSM:** New Relic, Service Now  
**Servers:** IIS  
**Version Control:** GitHub  
**Project Management:** Jira, Confluence

## WORK EXPERIENCE

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<b>Capgemini</b>	<b>Mar 2022 – Present</b>
Senior Analyst / Software Engineer	Client: Caesar's Entertainment

<b>Project: Cage Center</b>	<b>Aug 2022 – Present</b>
<b>Stack:</b> .NET 8, ASP.NET Core Web API, Entity Framework, SQL Server, Visual Studio 2022, Angular, HTML, CSS	

### Project Description

- Improved scalable web applications using .NET Core 8.0 and ASP.NET Core Web API, implementing the Repository Pattern for a layered and maintainable architecture. Designed and validated RESTful APIs with Postman and integrated automated unit tests, improving reliability and reducing bugs. Built responsive user interfaces with Angular, HTML, CSS to deliver seamless cross-device experience and enhance user engagement. Additionally, production issues resolved promptly using New Relic, ServiceNow, and SQL Server, improving incident response efficiency and minimizing downtime

## Responsibilities

- Designed and implemented RESTful APIs and tested using Postman to ensure functionality and performance.
- Enhanced responsive web pages with Angular, HTML, CSS for optimal user experience.
- Created applications using ASP.NET Core API and SQL Server, delivering scalable backend and frontend solutions.
- Authored technical documentation including specifications and user guides for clear stakeholder communication.
- Participated in deployment activities, ensuring smooth operations and timely issue resolution.
- Managed production issues using New Relic, ServiceNow, and SQL Server, collaborating with monitoring teams to improve efficiency

## Production Support(L1/L2)

Client: Caesar's Entertainment

**Stack:** C#, .NET 8, .NET Core Web API, Entity Framework, SQL Server, ServiceNow, New Relic, diagnostic logging

## Project Description

- The project focused on ensuring high availability and reliability of enterprise applications by managing incidents, performing root cause analysis, and implementing proactive monitoring solutions. Using tools like New Relic and ServiceNow, the team aimed to reduce downtime, optimize incident response, and enhance system stability through automation and collaboration with development and infrastructure teams.

## Responsibilities

- Monitored production applications using New Relic and handled L1/L2 incidents via ServiceNow within SLA.
- Performed initial triage, log analysis, and troubleshooting of application and performance issues.
- Conducted Root Cause Analysis (RCA) for recurring and critical (P1/P2) incidents and implemented permanent fixes.
- Debugged and resolved .NET/C# application-level issues to reduce downtime and improve stability.
- Coordinated with development and infrastructure teams for defect resolution and deployments.
- Contributed to proactive monitoring and automation, reducing MTTR and improving system

## EDUCATION

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### B.Tech, Computer Science and Engineering

- Rise Krishna Sai Gandhi Group of Institutions, Ongole, Andhra Pradesh Jul 2015 – May 2019

### Board of Intermediate Education

- Chaitanya Junior College, Ongole, Andhra Pradesh Jul 2013 – Apr 2015

## CERTIFICATIONS

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- Certified Microsoft Azure Fundamentals (AZ-900)
- Licensed Microsoft Azure Administrator Associate (AZ-104)
- Endorsed Coursera: Agile Software Development

**Place:** Hyderabad

**[BALARAMAIAH MACHAVARAM]**