**Balamurugan Pichai**

**Full-Stack Engineer**

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**PROFESSIONAL SUMMARY:**

▪ Strong 9+ years of IT experience in Full Stack development in various industries including **e- commerce, Healthcare, and maintenance.**

▪ Expertise in **Java 8, Spring Boot, Microservice, React.js, Java Script, HTML, CSS, Python (Web Scraping), MySQL, and MongoDB**.

▪ 2+ years of experience of working in a fully followed Agile Methodology and completed the **Certified SAFe@ 5 Practitioner** certification issued by Scaled Agile Inc.

▪ Strong experience in Installation, Configuration, Manage and Upgrade MongoDB

▪ Expertise in Requirements gathering, development, QA and UAT support, deployment activities, Defects triage and Prod Support.

▪ Establish and maintain strong relationships with clients, senior management, and internal teams. ▪ Good Experience working with Jira for Sprint planning and management.

▪ Good Experience in creating excel based reports for patient health records using Python web scraping.

**Education Details:**

* Master of Computer Application (MCA), Bharathidasan University, Tiruchirappalli.

**CERTIFICATIONS:**

* Certified SAFe 5 Practitioner – Scaled Agile Inc.
* Microsoft Azure Developer Associate (AZ-204) (*In Progress*)

**TECHNICAL SKILLS:**

* Java 8, Spring Boot, Micro Service, React.js, JavaScript, HTML, CSS, Python (Web Scraping), MySQL, and MongoDB.
* Agile Methodologies (Scrum, Kanban)
* SonarQube, Jenkins, Git, Docker, Kubernetes, Azure and CI/CD Pipelines.

**PROFESSIONAL EXPERIENCE:**

**Cavin Info Tech, Chennai Sep 2024 To Till Date**

**Client: Cavin Kare Inc Role: Team Lead**

▪ Developed a **Centralized ticketing system** to streamline incident management and support operations.

▪ Implemented **dynamic API Gateway** to route requests efficiently across microservices.

▪ Integrated **Microsoft SSO authentication** with domain validation for secure user access.

▪ Designed **role-based access control (RBAC)** for admin, agent (L1, L2, L3), and end-users.

▪ Enabled **multi-channel ticket creation** via email, calls, web forms, and the Tixie tool.

▪ Developed **real-time SLA monitoring** with alerts, countdown timers, and automated escalations.

▪ Build **interactive dashboards** with chart for ticket status, resolution time, and traffic analysis.

▪ Ensured **high availability and scalability** with efficient database management and caching.

▪ Integrated **SonarQube for code quality** and automated CI/CD pipelines for seamless deployment.

**Responsibilities:**

▪ Requirements gathering

▪ Coding

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Java**,** Spring Boot, ReactJs, microservice, and Mongo DB

**Coherent Pixels Systems, Chennai Sep 2023 To Aug 2024 Client: Altec Group. Role: Team Lead Description:**

▪  **Billing & Invoicing**: Generate invoices for customers with automated tax and discount calculations.

▪ **Payment Collection**: Support multiple payment methods (credit/debit cards, UPI, wallets, etc.).

▪ **Sales Tracking:** Monitor sale transactions across different outlets in real-time.

▪ **Profit & Loss Analysis:** Track revenue, expenses, and profitability per product and outlet.

▪ **Productivity Enhancement:** Analyze product performance and suggest improvements for inventory and pricing.

**Responsibilities:**

▪ Requirements gathering

▪ Coding

▪ Integration testing

**Environment:** Java**,** Spring Boot, ReactJs, microservice, Rest API, and Mongo DB

**Jana Analysis, Chennai Nov 2022 To Sep 2023**

**Client: Benjaminmoore group, US Role: Senior Developer Description:**

▪ Benjamin Moore & Co., also known as Benjamin Moore, is an American manufacturer of premium and commercial paints, stains, and other architectural coatings.

▪ It’s a part of Berkshire Hathway company. The project is about digital transformation of their ecommerce application using the latest technologies.

▪ The application helps consumers to search and identify the best paint colors that suite their need.

▪ Consumer can also l purchase the best paints products based on that. The website was ADA Compatible and had the features like Color Detail Page(CDP), Chatbot, Global search, Color of the wall, Guided experience Search and etc.

▪ Digital Transformation where we have developed the application to be completely revamped with the latest tech. It's completely ADA Compliance.

▪ It has headless architecture and content management.

▪ During the project, we have gone through ADA Training and Agile SAFe@ 5 Practitioner certification.

▪ The entire application is data driven including labels, and anytime the content team can change the entire site's look and feel.

**Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** ReactJs, Story Book, ADA, Sql Server, Micro Service and NodeJs

**Jana Analysis, Chennai Sep 2021 To Oct 2022**

**Client: Medical Oncology - JIPMER, India Role: Senior developer Description:**

▪ Developed a **web-based healthcare records system** to minimize human errors and improve data accuracy.

▪ Implemented **healthcare analytics** to predict patient outcomes and support medical decision-making.

▪ Automated **patient data reporting** through Excel-based reports, aiding doctors in cancer treatment planning.

▪ Enhanced **record-keeping and analysis** to improve patient care and streamline hospital operations.

**Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** ReactJs, Spring Boot, Micro Service, Mongo DB and NodeJs

**Jana Analysis, Chennai Jan 2001 To Aug 2021**

**Client: Shore group, US**

**Role: Senior developer Description:**

▪ Developed a **web scraping solution** to extract, process, and store critical business data.

▪ Automated **data cleaning, analysis, and visualization** for actionable insights.

▪ Generated **Excel-based reports** for firm data, BDRIA data, and keyword analysis.

▪ Managed **MySQL database operations**, including table creation, updates, and queries. **Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Python, ReactJs, Azure VM and MySQL.

**Twilight IT Solutions, Pondicherry Oct 2019 To Dec 2020 Client: Stiddle group, US**

**Role:Senior developer**

**Description:**

▪ Ad posted in Facebook to view the Ad for Facebook user.

▪ The user filter is based on user location, age, gender, language and user interest.

▪ The budget calculated based on number of days viewed by user.

▪ Involved in development of Design and coding.

**Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Java, Spring Boot, Hibernate, MySql and Appache Tomcat

**Twilight IT Solutions, Pondicherry Jul 2018 To Sep 2019**

**Client: Amel Mirzaei Inc Role: Developer Description:**

▪ Designed and developed **UI/UX components** for seamless navigation and enhanced shopping experience.

▪ Implemented **product listing, filtering, and categorization** for effortless product discovery.

▪ Developed **secure authentication, cart management, and checkout** functionalities.

▪ Integrated **real-time order tracking** and a **secure payment gateway** for smooth transactions.

▪ Ensured **cross-device compatibility and performance optimization** through collaboration with designers and testers.

**Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Java, Spring Boot, Hibernate, Sql Server and Appache Tomcat

**Twilight IT Solutions, Pondicherry May 2017 To Jun 2018 Client: EVOLution Inc. Role: Developer Description:**

▪ Developed a **social networking application** with features similar to Instagram.

▪ Implemented **real-time notifications** for friend requests, messages, and interactions.

▪ Built **secure messaging** with private chats, multimedia sharing, and group discussions.

▪ Designed a **dynamic activity feed** showcasing posts, comments, and user interactions.

▪ Developed an intuitive **friend/follower management system** for seamless social engagement.

**Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Java, Jsp, Servlet, struts, JDBC, MySql and Appache Tomcat

**Twilight IT Solutions, Pondicherry Jul 2016 To Apr 2017**

**Client: Consortium Networks Inc. Role: Developer Description:**

▪ Developed **dynamic data visualizations** (bar charts, pie charts) to present production metrics and trends.

▪ Transformed **raw data into meaningful insights** to support strategic decision-making.

▪ Collaborated with designers to ensure **visually appealing and accessible reports**.

▪ Enhanced **stakeholder engagement** by providing clear and interactive business analytics. **Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Java, Jsp, Servlet, JDBC, MySql and Appache Tomcat

**Anadocs IT Solutions, Chennai May 2008 To Jun 2009**

**Client: ELCOT (Electronics Corporation of Tamil Nadu). Role: Developer Description:**

▪ The Chennai Corporation website provides the option to pay property tax and professional tax online using credit and other cards.

▪ We should develop web projects for booking burial grounds and community halls online.

▪ We should generate Birth and Death certificates online in PDF format using the Jasper Report tool.

▪ We should provide an option for editing all pages via a content management system.

▪ Therefore, we should have a web-based control panel for editing all tables and pages using Struts and Hibernate.

**Responsibilities:**

▪ Requirements gathering

▪ Design documentation

▪ Coding

▪ DEV Unit testing

▪ SIT and UAT Support

▪ Deployment activities and Prod Support

**Environment:** Jsp, Servlet, Struts, Hibernate, JBoss, PostgresSql, and Jasper Report.