

# KRISHNA KUMAR M

Software Engineer

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## CAREER OBJECTIVE :

To obtain a challenging and rewarding software engineering position that utilizes my skill and experience to design, develop, automate and deploy high quality innovative software solutions.

## PROFILE SUMMARY :

- Highly effective **Software, Cloud, and DevOps** Engineer with **4+ years** of experience delivering innovative software solutions to enhance business productivity.
- Good experience in managing all the stages of Software Development Life Cycle (**SDLC**).
- Good experience in **Oracle SQL, Shell scripting** and **Perl**.
- Good experience in creating **Docker** images using Docker file.
- Good experience in **AWS** services including **EC2, EKS, S3, RDS, IAM, VPC**.
- Good knowledge on **Ansible, Maven, Jenkins, Terraform, SonarQube**.
- Good knowledge on **PHP, ASP .Net, Python**.
- Good coding skills and focus to **automate** tasks and workflows.
- Worked with **Japanese** and **US clients** to understand their requirement and enhance the existing features.
- Proficient in Incident, Change, Service Request and Demand Management within **ITSM** frameworks.
- Adaptive to learn new technologies and components.

## WORK EXPERIENCE :

**Organization : HCL Technologies**

**Designation : Software Engineer**

**Period : 23 November 2021 – Present**

Project Names	#1 - Japan CMS - NOKIA #2 - Cloud DevOps - NOKIA #3 - Claims Dispute System - NOKIA
Tools	#1 - Shell Scripting, Perl, PHP, PL/SQL, GIT, AWS #2 - Shell Scripting, Docker, Kubernetes, Ansible, Maven, Jenkins, Terraform, SonarQube, GIT, AWS #3 - Shell Scripting, ASP. Net, PL/SQL, GIT, AWS
Team size	6
Duration	Nov 2021 – Till Date

## Roles and Responsibilities:

- Responsible for Handling Incidents, Service Requests and Change Requests.
- Work under Demand Management for any changes to Application or Services.
- Handling weekly review meetings with end users.
- Provided expert assistance and solutions to any queries raised by the clients.
- Collect new requirements directly from business users.
- Communicate technical information to non-technical stakeholders.
- Perform sanity checks proactively on daily basis to identify any minor issues.
- Worked with migration team to migrate the application from On-Prem to AWS Cloud.
- Worked with the testing team on application functionality post AWS Cloud migration.
- Responsible for maintaining and organizing source code within the project repository
- Bug fixing and code refactoring.

- Troubleshoot and maintain the existing software programs.
- Provided KT sessions for new resources and onboard them to the team.
- Collect new enquiries from business users and process the same with L3 team.

#### **Japan CMS:**

- Created new features on the existing application using Perl, Shell Scripting, PHP.
- Responsible for providing billing-related data every month on the database level.

#### **Cloud DevOps:**

- Creating Docker image using Docker file.
- Using GIT and Jenkins to create a Maven build jobs for continuous integration.
- Designed and implemented scalable AWS solutions using services like EC2, S3 and RDS, ensuring high availability for applications.
- Implemented auto-scaling and load balancing for EKS clusters to ensure high availability and performance.

#### **Claims Dispute System:**

- Created new features on the existing application using ASP. Net
- Handling user-raised claims, disputes, and approver-related issues.
- As per the business user request, I am providing application access and disabling access for users at the database level.

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### **AWARDS AND ACHIEVEMENTS :**

- Modified existing feature to download the reports from Text to Excel format and was awarded cash prize.
- Appreciation received from Project Delivery Manager for completing multiple Demands and Changes tickets in the 3rd Quarter of 2024.
- Received Gold Club award for Top Performer in the 3rd Quarter of 2024.

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### **TRAININGS AND CERTIFICATIONS :**

- **AWS DevOps** Certification is in progress.
- Google Certified: **Cloud Digital Leader** - [Credential](#)
- Microsoft Certified: **PL-900 Microsoft Power Platform Fundamentals** and **PL-200 Microsoft Power Platform Functional Consultant.**
- **UX & UI Design** Course from Tech Guide for Figma, Adobe Xd and Photoshop at <https://www.techguide.dev/> . Projects - <https://www.behance.net/krishnakumar203>
- Certification for Completion of **Python and Linux** from IIT Bombay.
- English Type Writing in Senior Grade (**FIRST CLASS WITH DISTINCTION 40 – 45 Words Per Minute**) from Government of Tamil Nadu.

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### **TECHNICAL SKILLS :**

Shell Scripting, SQL, Perl, Python, PHP, ASP .Net, AWS, Maven, Jenkins, Terraform, Docker and Kubernetes.

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### **EDUCATION:**

**D.G. Vaishnav College**  
M.Sc. Computer Science – 78.5%

**2018 – 2020**  
Chennai

**Dr. Ambedkar Govt. Arts College**  
B.Sc. Computer Science – 68.8%

**2015 - 2018**  
Chennai

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