



# KRISHNA KUMAR M

Senior 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 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.

## 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.

## TECHNICAL SKILLS :

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

## WORK EXPERIENCE :

**Organization : HCL Technologies**  
**Designation : Senior 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, Jenkins, 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 with 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.
- Migrating the application from On-Prem to AWS Environment.
- Worked with the testing team on application functionality post AWS Cloud migration.
- Responsible for maintaining and organizing source code within the project repository.
- Provided documentation and knowledge sharing to ensure the smooth onboarding of new team members.
- Troubleshooting, debugging and maintaining the existing software programs.
- Optimize costs and ensure scalability, availability, and reliability of cloud services.
- Writing the bash shell scripting for automating tasks like server monitoring, log clean up, disabling inactive users, etc.

### **Japan CMS:**

- Automated code deployment to production servers using Jenkins, managing robust CI/CD pipelines to streamline the software delivery lifecycle.
- 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 job 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 :**

- I received a cash award for my work refactoring legacy reporting modules, where I replaced text-based outputs with Excel exports using Shell scripting and Perl.
- 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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## **EDUCATION:**

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

**2018 - 2020**  
Chennai