

Krishna

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PROFESSIONAL SUMMARY

- Overall, 5+ years of experience in IT Industry and executing integration projects for various industries, including retail and healthcare.
- Having 3.5 years of experience using MuleSoft Enterprise Service Bus (ESB) for integrations as per the client requirements.
- Worked with Agile projects by following Agile methodologies, facilitating scrum ceremonies (daily stand-ups, sprint planning, sprint reviews, and retrospectives), and using JIRA for project management, tracking progress, and managing backlog items.
- Designed and developed integration solutions using MuleSoft Anypoint Platform to connect multiple systems, ERP, and order management systems, ensuring seamless data flow and process automation.
- Created and implemented RESTful APIs using RAML to enable real-time data exchange between systems, facilitating accurate order placement, tracking, and data synchronization.
- Developed SOAP-based web services for integrating legacy systems with modern APIs, ensuring smooth communication between various backend systems and external applications.
- Utilized DataWeave for complex data transformations, mapping data from disparate sources into a unified format and optimizing integration workflows for efficiency and accuracy.
- Implemented robust API security measures including encryption, OAuth 2.0, and TLS/SSL to safeguard sensitive information and ensure compliance with regulatory standards.
- Configured and managed CI/CD pipelines using Jenkins, automating build, test, and deployment processes to streamline updates and version control for MuleSoft applications.
- Monitored and optimized API performance using Anypoint Monitoring, setting up custom alerts for performance thresholds, and enhancing system efficiency by identifying and addressing bottlenecks.
- Collaborated closely with business analysts, IT teams, and stakeholders to gather and refine requirements, ensuring alignment with project goals and successful delivery of integration solutions.
- Documented integration processes including API specifications, technical design documents, and deployment procedures, providing comprehensive documentation to support ongoing maintenance and future enhancements.
- Facilitated effective communication and teamwork within Agile teams, driving project success through clear documentation, regular updates, and collaborative problem-solving.
- Created and executed MUnit test cases to validate Mulesoft APIs and integrations.
- Achieved high test coverage by mocking external systems and testing complex flow

TECHNICAL SKILLS

Database: My SQL, SQL. Salesforce, Power cloud, Oracle Systems.

Integration Tools: Mule Anypoint Studio, Mule Runtime, RAML, Mule ESB Flows, DataWeave, Connectors, Message Processors, Batch Processing, Data Mapper, deploy to Cloud, Deploy to MMC, Components, Scopes Filters.

Deployment Servers: Cloud Hub, On-Prem

Messaging System: ActiveMQ, Anypoint MQ.

Web Services: WSDL, REST.

Developer Tools: Anypoint Studio, Eclipse.

Version Controller Tools: GIT, Service now.

Operating Systems: Windows

Job Functions: Design, Coding, Unit Testing, Documentation, Maintenance, Application Support, Configuration Management.

Testing Tools: Post Man, SoapUI.

PROFESSIONAL EXPERIENCE

- Worked as Senior Software in General Mills from Dec 2023 to Jan 2025.
- Worked as Technical Lead in HCL Technologies Pvt Ltd Hyderabad from Aug 2021 to Aug 2023.
- Worked as Operations Analyst in Zensar Technologies from April 2019 to Aug 2021.

PROJECT EXPERIENCE

Project # 1:

Capital one – Client Maintenance Tool (CMT) (Remote)

Dec2023- Jan 2025

MuleSoft Developer

Project: Capital One is US based Banking and Financial giant. Client Maintenance Tool deals with onboarding of new banking client being both individual and non-individual. CMT uses Mule 4 to expose APIs and integrate with external APIs and retrieve data from underlying DB to facilitate the business operation. The project replaced traditional paper-based workflows with an API-driven digital platform, enabling seamless data validation, retrieval, and integration with external banking systems.

Responsibilities:

- Followed Agile methodologies, facilitated scrum ceremonies (daily stand-ups, sprint planning, sprint reviews, and retrospectives), and used JIRA for project management, tracking progress, and managing backlog items.
- Designed and implemented Mule 4 APIs to expose services, integrate with external APIs, and retrieve data from the underlying database.

- Developed reusable API-led connectivity components, ensuring modularity and efficiency in integration workflows.
- Implemented data transformation using DataWeave for seamless data exchange between systems.
- Optimized API performance by implementing caching, pagination, and error-handling strategies to improve system reliability.
- Integrated external banking APIs to fetch client details, validate identity, and streamline the onboarding process.
- Worked on security implementations, including OAuth 2.0, TLS encryption
- Performed unit testing using MUnit to ensure API functionality, reliability, and compliance with business requirements.
- Deployed and monitored applications on CloudHub, ensuring high availability and performance in production environments.
- Collaborated with cross-functional teams, including business analysts, architects, and QA teams, to align development with business objectives.
- Maintained API documentation in Anypoint Exchange, enabling seamless collaboration and reusability.

Environment: MuleSoft Anypoint Platform, Anypoint Studio, Mule ESB 3.8, Anypoint Exchange, RAML, Anypoint Monitoring, DataWeave, REST, Web Services, Batch Processing, Salesforce, ActiveMQ, JIRA, MySQL, XML, Flat Files, GIT, Cloud Hub, MMC, Maven, API kit, Jenkins.

Project#2:

JCI – USA (Remote)

Sep2021- Aug 2023

MuleSoft Developer

Project: The project deals with integration of Oracle, Salesforce, and multiple enterprise systems for JCI, a leading American company specializing in building technologies and solutions. The project focused on seamless data exchange and automation across heating, ventilation, and air conditioning (HVAC), industrial refrigeration, building management, fire and security, and mechanical equipment solutions.

Responsibilities:

- Assisted in the design, development, and implementation of integration solutions using MuleSoft Anypoint Platform, focusing on building scalable and reusable APIs.
- Developed and implemented seamless integrations between Salesforce and Oracle System using Mulesoft, ensuring real-time data synchronization and optimized business workflows.
- Developed REST APIs using MuleSoft Anypoint Platform.
- Implemented Mule application using API Layered approach.
- Design API Specification and API fragment using RAML.
- Developed transformation logic using Data weave transformation language.
- Participate in requirements gathering sessions with application developers and function users.
- Integrated the data between Oracle and target which were exposed as Rest calls.
- Worked on the database to fetch the lookup data and integrated them as per requirement.
- Use Maven and GitHub Desktop during the deployment.
- Connect source and destination teams completed Integration End to End Testing.
- Provided TTD Documentation for each application developed in this project.

Environment: MuleSoft Anypoint Platform, Anypoint Studio, Mule ESB 3.8, Anypoint Exchange, RAML, Anypoint Monitoring, DataWeave, REST, Web Services, Batch Processing, Salesforce, Oracle, ActiveMQ, JIRA, MySQL, XML, Flat Files, GIT, Cloud Hub, MMC, Maven, API kit, Jenkins.

Project # 3:

Novelis - Novelis System Integration

March 2021- Aug 2021

MuleSoft Developer

Project: Novelis is a subsidiary of Hindalco Industries Limited, an industry leader in aluminum, copper and metals, and a flagship company of the Aditya Birla Group. Novelis leverages its global manufacturing and recycling footprint to deliver lightweight, infinitely recyclable aluminum across the aluminum value chain. APIs are developed to handle integration between multiple underlying systems to facilitate data transfer between systems.

Responsibilities:

- Worked in Design, Development and Deployment activities of Mule APIs.
- Understand requirements from the business by reviewing the functional design.
- Implemented system, process, experience layers as part of API implementation.
- Maintain the API assets in API Manager.
- Development of interfaces using Mule ESB.
- Design& develop REST services using API RAML.
- Consumed SOAP Webservices using Webservice consumer component of Mule.
- Implemented exception handling to handle the exceptions in the flows.
- Tested our integration services using postman.
- Worked on MUnits to achieve the required coverage.
- Involving Scrum meetings and checking/updating assigned Jira's.

Environment: Mule ESB 4, Anypoint Studio, Anypoint Exchange 2.0, API Designer, Anypoint Monitoring, API Manager, API-led architecture, RAML, REST, SOAP, Web Services, Scopes, SAP, Databases, CloudHub, DataWeave, JSON, MUnit, Maven

Project # 4:

Reservations

April 2019 - Feb 2021

IT Operation

Project: 24/7 Customer Private Limited is a global company specializing in customer experience management solutions. With a focus on utilizing technology and data-driven insights, 24/7 Customer offers a range of services to enhance customer satisfaction, streamline operations, and drive business growth.

Responsibilities:

- Offering prompt and courteous assistance to customers via chat.
- Identifying and resolving customer inquiries, concerns, or complaints efficiently and effectively, striving for first-contact resolution whenever possible.
- Demonstrating a thorough understanding of the company's products or services to address customer queries accurately and provide relevant information and recommendations.

- Diagnosing technical issues or challenges experienced by customers and guiding them through troubleshooting steps or escalating complex issues to higher-level support teams as needed.
- Staying updated on product updates, policies, and procedures through ongoing training and self-study to ensure proficiency in providing support to customers.

EDUCATION

B. Tech in Mechanical Engineering Telangana, India (Sep 2012 - Aug 2016) Sarada Institute of Technology and Science.

CERTIFICATIONS

MuleSoft Certified Developer - Level 1