P. SHOBANAJI No. 3, Durai kannu street, [shobanaji@ymail.com](mailto:shobanaji@ymail.com) Kannaiah nagar, Manavala nagar

(+91) – 7395983318 Thiruvallur – 602 002

**CAREER OBJECTIVE:**

To be a part of an organization where my technical and analytical skills are utilized, to gain and upgrade my knowledge with practical experiences, face many interesting and challenging tasks that add values to my career in the path of growth of the organization.

**PROFESSIONAL EXPERIENCE:**

**Capgemini – less than 1 year (August 18, 2021 – at present)**

**Infosys Limited – 4.5 years of experience (June 20, 2016 – December 1, 2020)**

**Technology Analyst:**

**Roles and Responsibilities:**

* As a Technology Analyst, handled multiple high severity production issues (SEV 1 and SEV 2) and solved them on time.
* Was a part of the production support team and ensured that the production site is up and running without any issues.
* Co-ordinated with third party vendors, developers, QE team, Site merchandisers, Security team, CMS team (Content Management System and Content Authors), Tools team, Engineering team, DBA team, CSC team etc. to resolve any critical issue that causes business down via pager duty tool.
* Performed RCA for any issue reported by the Client and engaged development/engineering team to resolve them.
* Proposed workarounds to solve an issue temporarily which can be pushed as a hotfix to production after proper testing in lower environments.
* Handled multiple fund capture issues which prevented the financial loss to the Client.
* Provided workarounds for orders that were stuck at the source system. Reprocessed many orders either manually or automated reprocessing to get them fulfilled.
* Provided workarounds for order processing issues.
* Handled hotfix deployments in production.
* Handled multiple RTLOG related issues to prevent inventory and financial loss.
* Was a part of production release activities, performance test, DR switchover and switchback activities, Catalog deployments & webset and validations.
* Reported any anomalies in the system say bot attack, increase in the response time, memory, disk usage, thread count of front end/back end/CMS production servers and involved concerned teams to take them to closure.
* Monitored the site stability, order flow, funds capture, webset with the help of tools like Splunk, New relic, GlassBox, Tealeaf.
* Worked with tools like Splunk, New relic, Glassbox, Tealeaf, Ansible tower, Endeca Experience Manager, BCC, CMS, Oracle 11g Weblogic, JIRA, Pagerduty.

**Projects developed:**

1. **Chatbot automation:**

Automated a webex chatbot that can respond to any flush request on webex space, create a JIRA ticket and trigger the flush from Ansible tower. After the completion of the task, it responds to the user with the JIRA ticket number and the status of flush.

Technologies and tools used – Spring boot 5, Webex teams

1. **InfyRetailApp:**

An online clothing application built out of Maven and front end languages.

Technologies used – HTML5, CSS, SQL, Java, Angular, Bootstrap

1. **Tennis Mania:**

A console based application to perform CRUD operations.

Technologies used – Python, SQL, Data Structures

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DEGREE** | **UNIVERSITY / BOARD** | **YEAR OF PASSING** | **NAME OF THE INSTITUTION** | **PERCENTAGE / CGPA** |
| B.E., (Electronics and Instrumentation) | Anna University | 2016 | Panimalar Engineering College | 8.65 CGPA |
| XII | State Board | 2012 | Oxford Matric. Hr. Sec. School | 95% |
| X | Matriculation | 2010 | Oxford Matric. Hr. Sec. School | 96.6% |

**SKILL SET:**

* Core Java
* Python
* SQL
* RDBMS with hibernate
* Spring 5 basics
* Spring Data JPA
* Spring Boot
* Spring REST
* Data Structures
* HTML5
* CSS
* JavaScript
* Bootstrap
* JSPs and Servlets

**TOOLS KNOWN:**

* Splunk
* Newrelic
* Glassbox
* Tealeaf
* Eclipse
* Pagerduty

**CERTIFICATIONS:**

* Infosys Certified front end developer
* HackerRank certified Problem Solver (Basic)

**PERSONAL DETAILS:**

|  |  |
| --- | --- |
| Name | : P. Shobanaji |
| Date of Birth | : 20. 07. 1995 |
| Father’s Name | : S. Puviarasu Nagendiran |
| Languages known | : English, Tamil |
| Marital status | : Single |
| Hobbies | : Reading technical books of programming languages, solving problems in HackerRank, drawing rangoli, making garlands |

**DECLARATION:**

I hereby declare that the above furnished details of mine are true to my knowledge.

Date: 25.08.2021

Place: Thiruvallur Signature