Software Engineer

Experience: 2yrs

* I love Web Development, Artificial Intelligence (early stage), machine learning, working with JAVA, no bias towards any programming language, but primary goal is to learn and grow, I need anything challenging/growing to keep me going.

**One Liner**

**Experience**

August, 2015 – Till date**: TECH MAHINDRA LTD.**

* Full Stack Web Developer responsible for end-to-end web application development.
* Developed and implemented a learning model based automation tool to boost productivity and aid in application support to auto resolve incoming incidents.
* An active team member for an application(ERP) support.
* Reduced team’s manual efforts by developing many small tools in java.
* Integrated a ticketing system(Servicenow) with a developed JAVA application using REST
* I am away from external world when immersed in Quora.
* Love to watch Game of Thrones.
* A decent badminton player and good cricketer.

**Extra-Curricular**

March, 2011 – June, 2015**: Sri Sai Aditya Institute of Sci. and Tech.**

* Pursued B. Tech in Electronics and Communication Engineering, and surfaced with 76%.

June, 2009 - March, 2011**: Narayana Junior College**

* This is my “Intermediate” time, ended up with 94%.

June, 2009: **Sathya Sai Gurukulam**

* ICSE board exams qualified me with 84%.

**Education**

Full Stack Developer, with a bountiful desire to code smart and efficient. Independently designed and developed web applications and Business Process Automations (Orchestration) and decreased manual effort of team by 60%.

JAVA, J2EE

SQL, PL/SQL

HTML5, CSS3, JavaScript, JSP, JSTL, JQuery, Bootstrap, AJAX, PHP

**Programming Languages**

Coding

Debugging

Database knowledge

**Hard Skills**

Self-Learning

Problem Solving

Visual Thinking

**Soft Skills**

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**Personal Information**

**NAVEEN BABU MALLEPUDI**

I was hired as a fresher for a support project, with little JAVA knowledge. Found a process that a team is following to monitor Servers and Database. So suggested and designed this Tool and automated this manual task. Time Taken: 4 months

**Adaptability**

After automating my previous task, I was taught and asked to resolve incoming incidents.  
I found some tasks are being repeatedly done, spoke to my senior and put forward my idea to automate those issues.   
Fast forward 1 month, I was asked to design and develop.

Time Taken:6 months.

Later I was moved to 1st Line Support to manually assign incoming tickets. Assigned manually for 2 months and automated this hectic task, saving 100% of manual task.

Time Taken: 1 month

**Visual Thinking**

**Problem Solving**

**A brief about my projects:**

**Project 1: JAVA based Monitoring Tool**

Designed and developed a JAVA web application which monitors and displays real-time data from a database and from 4 different application servers and designed mail alerts for the same which triggers when the defined threshold is reached.

**Project 2: JAVA based 1st Line Support Automation (integrated with a ticketing system).**

Automated the most mundane task of team by designing and developing a JAVA based automatic ticket assignment tool, which automatically checks and assigns an incoming ticket in ServiceNow (Ticketing System) to a person in 2nd Line Support (the resolving team) based on pre-defined keywords. This tool automatically learns from its previous assignments and auto-updates its keyword database.

**Project 3: JAVA based 2nd Line Support Partial Automation (Incident Resolution).**

Partially automated routine tasks that involved in resolving an incident, saving 40% of manual task. This tool stores some series of steps that needs to be done; like executing an SQL query, fetching data from a URL, updating the ticketing system with necessary comments.

Some resolutions might include multiple steps, all these are fed to the tool, so all such incidents are auto-resolved in future. This tool checks the queues of every resolver and searches for any defined automations, if not found it will suggest some related incidents to him/her making her/his work easier.

**Miscellaneous Projects:**

Intermediately, I developed many petty tools in JAVA which includes **PDF data extractor**, **Job Failure alert**, **User Deactivation** (this includes integration with a ticketing system-ServiceNow)