**Prasanth. A**

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**Professional:**

* 12+ years of IT professional processing a wide range of skills, experience in application development, support, middleware development and administration
* Have in-depth knowledge of **SLA**, Application **Support** & **maintenance**, **incident** lifecycle
* Strong knowledge on **incident** management, **change** management, **problem** management
* Worked as Technical **Architect** for applications and Well versed with **ITIL** Foundation concepts.
* Experienced in **Web logic** server **installation**, Configuration like Clusters, Managed Servers, Node Managers, Domains, JMS server and JDBC connection pool
* Extensive Experience in build and **release management**, **deploying** the applications, monitored JMS Server and Connection pools for JDBC connections and Troubleshooting Web logic Server
* Well experienced in Application Programming with **Java/J2EE** related technologies like core Java, JDBC, JSP, Servlets, Java Beans, Struts, web services, XML
* **ESB** experience in implementing **SOA** and **EAI** using **MuleSoft**
* Highly experienced in using **MuleSoft** that integrates **APIs,** databases and **SaaS** applications and deployed MuleSoft applications to **Cloud Hub and on-premise servers**.
* Involved in preparing the **Disaster Recovery** (DR) document and performed in the DR tests.
* Knowledge on **F5** **load balancers**, supports for the application testing post **certificate** installations.
* Experienced in **Double Take** Service for multiple systems and knowledge on windows clusters.

**Employment:**

* Worked with **CGI information Systems**, IndiaasaLead Analyst from Dec 2008 to Oct 2018
* Worked with IAP Company Pvt Ltd, Japan & IndiaasaSoftware Engineer from Feb 06 to Dec 08

**Educational:**

* Master of Computer Applications (MCA)from SKD University, Ananthapur, from 2001- 2004.
* Bachelor of Science ( Bsc Maths) from S. V. University, Tirupati, in 1997-2000

**Technical Skills:**

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| --- | --- |
| Programming Languages | Java, Servlets, JSP, JDBC, XML, JMS, Web Services |
| Databases | Oracle, SQL |
| Operating Systems | Ubuntu, CentOS, Linux, Unix, Windows, VMWare and OVM |
| Data Science | Machine Learning, Python, HL7, Ensemble |
| IDEs | AnyPoint Studio, Eclipse, WSAD, SOAP UI, TOAD, putty, WinSCP, File Zilla and SQL Developer. |
| Application Servers | Oracle Web logic, IBM Web Sphere, Apache Tomcat |
| Build & Config and integration tools | Jenkins, ANT, Maven, Ansible, SVN, GIT, Docker and CVS. |
| SOA Technologies | WSDL, WADL SOAP, REST APIs, RAML |
| Integration Tools | MuleSoft |
| Other Tools | BMC-Remedy, One ITSM, JIRA, QA System |

**Project Details:**

**Project #1**

Title : ITL (International Transaction Log)

Client **:** United Nations, Germany

Duration **:** Sept 2014 to Oct 2018

Role : Project Lead

Environment **:** Java/J2ee, Web services, windows 2003/2012, Oracle, Web logic, SQL Developer,

BMC Remedy/One ITSM

Responsibilities**:**

* Led the project, handled the planned changes, high priority incidents, and first point of the contact for application issues.
* Re-defined & maintained all process documentation, making them more users friendly and readable.
* Prepared SLA report, Monthly transaction report and Service Incident reports.
* Created & maintained a knowledge base of common faults / errors and recording prescribed data fixes
* Prepared the Shift/on call Rota and providing the On-Call Support on 24 \*7
* Installed Web logic 11G, created domains, clusters, admin server, managed servers, node manager, JMS server and JDBC connections
* Resolved the incidents as per the priority. Analyzing the issues and finding the RCA
* Deploy EAR, WAR files in various environments like Prod and secondary environments
* Monitored the Web logic server status, deployments, JMS queues and Connections.
* Application and scheduled jobs monitoring in application perspective.
* Worked with DBA team to resolve permission issues, connection pool issues and etc.
* Worked with Wintel team for all OS (windows) related issues.
* Notified responsible parties via Service Desk if problems are not resolved and may have downstream impact to other interfaces systems

**Project #2**

**Title :** BT-Harlequins

**Client :** Everything Everywhere (EE)--UK

**Duration** : July 2013 to Aug 2014

**Environment** : Anypoint Studio, Mule Server, Oracle, Active MQ, SOAP, REST APIs

**Role** : ESB MuleSoft Developer

**Responsibilities:**

* Worked on Anypoint studio to use web services and for business-to-business integration.
* Integration of Mule ESB system while utilizing Active MQ, Http, File system and SFTP transports.
* Designed and developed several flows of variety use cases using the MuleSoft Anypoint Studio of Mule ESB.
* Created SOAP and REST based service interfaces using Mule ESB Anypoint.
* Configuring the Mule process for fetching the data from topic and makes web service calls to the middle tier Mule ESB for processing and put the data on the hub.
* Used Database Connectors to connect with respective systems using Mule ESB.
* Created inbound and outbound flows as well as transformations and orchestrations by using Mule ESB.
* Created Flows, Sub Flows, Exception strategy, Data Mapper and Data Weave transformation in Mule configuration.

**Project #3**

**Name :** WLMS (White Label Managed System)

**Client :** BT-Leeds, British Telecom UK

**Duration :** Dec 2008 to July 2013

**Environment :** Java/J2ee, UNIX, windows, Oracle, Web logic, Toad, BMC Remedy

**Role** : Application Support Analyst

**Responsibilities:**

* Led the team in resolving, tracking incidents and review them in the daily call.
* Prepared weekly, monthly reports and published them in the common DB
* Notified responsible parties via Service Desk if problems are not resolved and may have downstream impact to other interfaces systems
* Execute investigative and corrective actions if production problems occur.
* Communicated with DBAs, Infra teams for the issues reported to resolve.
* Attended/Conducted the daily service calls.
* Provided the On-call Support as per Shift Rota
* Resolving the incidents as per the priority. Analyzing the issues and finding the RCA

**Project #4**

**Name :** GA-FC (General Accumulative - Foreign Currency)

**Client :** NKSOL- Nikko Systems Solutions Limited, Japan

**Duration :** Feb 07 to Nov 08

**Environment :** Java/J2ee, IBM e-business Framework, WSAD, OSQL Edit and Oracle

**Role** : Java Developer

**Responsibilities:**

* Developed the application code for the key modules.
* Prepared JSP webpages and integrated the code
* Developed the key functionality based on the new specifications.
* Performed UT and LT and Bug Fixing and Involved in WSR meetings with client.

**Project #5**

**Name :** MMF-FC (Money Mutual Fund - Foreign Currency)

**Client :** NKSOL- Nikko Systems Solutions Limited, Japan

**Duration :** Feb 06 to Jan 07

**Environment :** Java/J2ee, IBM e-business Framework, WSAD, OSQL Edit and Oracle

**Role** : Java Developer

**Responsibilities:**

* Developed the Key Modules of the application code.
* Performed UT and LT and Bug Fixing and Involved in WSR meetings with client.
* Maintenance and support for the bugs reported at live environment