Prashanth Motupalli

Dynamic IT Professional | Expert in Technical Support, Java Development, and Cloud Solutions

Flat No - L404, Surya Splendor Towers, Street No-1, Habsiguda, Hyderabad - 500007, India

+91 8297662941 | prashanth.motupalli7@gmail.com

Professional Summary

Dedicated IT professional with more than 4 years of comprehensive experience in Technical Support, Java Development, and Cloud Solutions. Proven expertise in troubleshooting, application performance monitoring, and optimizing operational efficiency across diverse platforms, including Linux, Windows, and containerized environments. Highly skilled in implementing CI/CD pipelines and designing RESTful APIs, with a strong commitment to customer satisfaction and delivering high-quality solutions.

Technical Skills

- Cloud Platforms: Microsoft Azure PaaS, Docker
- Development: Java 8, Spring Boot, RESTful APIs, HTML5, CSS, JavaScript
- Databases: Oracle, SQL
- Tools & Technologies: Jenkins, GitHub, New Relic, Postman, Linux
- Soft Skills: Problem-solving, Effective Communication, Team Collaboration, Customer Service

Professional Experience

Cloud Support Engineer LTIMindtree, Hyderabad   January 2024 - Present

- Successfully resolved deployment issues for Linux, Windows, and containerized applications in Azure App Services.
- Implemented CI/CD pipelines using Jenkins, enhancing deployment efficiency and reducing time-to-market.
- Monitored application performance with New Relic, conducting root cause analysis to address performance bottlenecks.
- Key Achievements: Recognized for high customer satisfaction ratings through effective troubleshooting and support.

Java Developer NSET, Mumbai February 2022 - June 2024

- Designed and developed RESTful APIs using Java Spring Boot for user management tools and compliance applications.
- Integrated front-end components using modern web technologies (HTML5, CSS, JavaScript) to enhance user experience.
- Conducted comprehensive unit testing and debugging to ensure application stability and reliability.
- Key Projects: Successfully launched the ENIT user management system and compliance framework.

Technical Associate Genpact, Hyderabad February 2020 - January 2022

- Managed critical infrastructure for GE Healthcare's RSvP project, ensuring proactive monitoring and rapid issue resolution.
- Streamlined software provisioning and activation processes in the eDelivery Portal, significantly improving efficiency and customer satisfaction.
- Key Achievements: Received the Outstanding Performer Award for exceptional service delivery and high customer satisfaction.

Education

B.Tech in Computer Science & Engineering
BVSR, Ongole
June 2015 - May 2019

Awards

- Outstanding Performer Award from Genpact for exceptional contributions to project success and customer satisfaction.
- Recognized for a high count of customer satisfaction ratings while working at LTIMindtree.