R AJAY

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OBJECTIVE

Result-driven Technical Support Specialist with 4 years of experience in front-end development, API troubleshooting, and production support. Experienced in incident management, root cause analysis, and cross-team collaboration across global stakeholders. Strong background in customer support, with proven ability to provide clear guidance, timely solutions, and positive user experiences in high-pressure environments

EDUCATION

Bachelor of Information Science and Engineering, Nitte Meenakshi Institute of Technology   2017 - 2021
CGPA - 7.52/10.

SKILLS

Web Technologies	HTML, CSS, JavaScript, AngularJS(1.5+)
API and Data Handling	API troubleshooting, Postman, SAP OData, MomentJS, Loadash, BreezeJS
Soft Skills	Communication, Adaptability, Time Management
Version Control and Tracking	Git, Remedy ITSM, JIRA, Helix
Database	MySQL

WORK EXPERIENCE

NTT DATA SERVICES   Bengaluru, KA
Information Technology Analyst   Sept 2023 - Present

- Project Name : **Jaguar Land Rover**.
- Contributed to the development and optimization of a large single-page application(SPA), utilizing AngularJS 1.5+ and ensuring seamless integration with SAP powered endpoints.
- Troubleshot API and integration issues using browser dev tools (request/response payloads, authentication errors, data mapping validation).
- Acted as a client-facing support point, simplifying technical issues for non-technical business users, and ensuring timely resolution.
- Handled production issues with flexible shift timings, ensuring minimal downtime and SLA adherence
- Applied unidirectional data flow and state management through AngularJS components, improving app scalability and performance.
- Utilized tools like BreezeJS, Lodash, and MomentJS for efficient data handling and performance optimization.
- Collaborated with cross-functional teams and provided technical support to ensure efficient API integration and smooth data flow between the SAP back-end and the AngularJS front-end.

Information Technology Senior Associate   Sept 2021 - Aug 2023

- Collaborated with cross-functional teams to resolve incidents, addressing user-reported issues and providing technical support to ensure smooth application functionality.
- Wrote modular, component-based code using modern JavaScript, maintaining high code quality and scalability.
- Optimized and debugged application code, enhancing performance and user experience.
- Handled incidents by resolving technical issues, debugging, and ensuring operational efficiency.
- Provided production support with flexible shift timings, ensuring SLA compliance and minimal downtime.
- Developed and maintained comprehensive documentation for application features and API integration, ensuring clarity and accessibility for team members and facilitating smoother on-boarding processes for new developers.