|  |  |  |  |
| --- | --- | --- | --- |
| Eviden logo |  | **Emp ID** | 75078372 |
| **DAS ID** | **A828113** |
| **Emp Name** | Gorrepati Mahesh |
| **Grade** | GCM-2 |
| **Designation** | Associate Consultant |
| **Date of Joining** | (26/07/2021) |
| **Base Location** | CHENNAI |
| **Work Country** | INDIA |
| **Mobile** | 91- 8185091075 |
| **Business e-mail ID** | [gorrepati.mahesh@atos.net](mailto:gorrepati.mahesh@atos.net) |
|  | | |

**Career objective**

To be a part of an organization which provides a high quality of work life through challenging opportunities, meaningful career growth and professional development.

**Education**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **Board/University** | **Year of Pass** | **Percentage/CGPA** |
| B.Tech. (**IT**) | S.R.K Institute of Technology | JNTUK | 2016-2020 | 7.09 CGPA |
| Intermediate (**M.P.C**) | Narayana Jr. College | BIEAP | 2014-2016 | 93.1% |
| SSC | Sri Chaitanya High School | BOSEAP | 2014 | 9.0 CGPA |

**Experience Summary**

Having **1.10 Years** of Total Experience in the IT Industry.

* Worked in a Banking project as a production support Role.
* Worked in a Healthcare project for 1 year as a Quality assurance Role.
* Attending production calls from operational users, troubleshooting, and resolving issues of related applications.
* Worked in API testing using Ready API Tool, Manual testing, Performance Testing, System Integration testing.

**Project 1 - American Express (AMEX)**

**Client: American Express**

**Project Description**: It’s one of the banking applications which allows Amex

Credit card Holders to Book the flights, Hotels, Cars, Trips.

**Role:** TechnicalProduction Support

**Tools:** ITSM, Splunk, Dynatrace, Kibana, Couchbase DB

# Roles and Responsibilities:

* Work with various IT teams and business users to ensure availability and zero downtime of applications before/during market hours.
* Attending production calls from operational users, troubleshooting, and resolving issues of related applications
* Provided end user support for Service Now Application
* Responsible for Maintaining the tickets/RITMs/Problem Tickets
* Handling P1 tickets and end user issues
* Monitoring/scheduling/start/stop AutoSys jobs
* Responsible for providing the day-to-day status of Tickets/Issues which are unresolved
* Application Performance monitoring, System and Application process monitoring

**Project 2 - Humana**

**Client: Humana**

**Project Description**: Humana Intelligent Virtual Assistance (IVA). Our team develops Rest APIs in IVA.

**Role:** Quality Assurance

**Tools:** Ready API, SOAP API, Postman, Q Test, Selenium, Azure Boards.

# Roles and Responsibilities:

* Analysing & validating the completeness of business requirements.
* Developed and executed test cases, test plans, and test scripts
* Developed Automation Test Scripts using Ready API Tool
* Identified, documented, and reported defects using Q Test Tool
* Collaborated with development teams to ensure timely resolution of issues
* Participated in code reviews and provided feedback to improve code quality
* Conducted regression testing to ensure the stability of the product
* Worked with cross-functional teams to ensure that the software met quality standards
* Performed Smoke, Functional, System Integration, Retesting, Regression testing.
* Participation in Agile-Scrum methodology. Actively participated in team meetings, daily stand-ups, and sprint retrospectives to provide feedback, share ideas, and improve team collaboration and productivity.

**Awards/Certifications:**

* Received **Kudo’s** Award for doing great job and best performance.
* Azure cloud **AZ-900** Fundamentals Certified from Microsoft.
* Received Certification on Successful Completion of Training in English communication skills as per Cambridge business English Communication (BEC-Preliminary) exam conducted in college.

**Summary of Skills**

|  |  |  |
| --- | --- | --- |
| **Skill Category** | **Skill Type** | **Skill Detail** |
| Technical | Language | Java, C# |
| Technical | Database | Oracle |
| Technical | Language | Manual Testing |
| Technical | Tool | Q Test, Jira |
| Technical | Tools | Ready API, Soup UI, Postman |
| Technical | Tool | Selenium |
| Technical | Log Monitoring tool | Splunk, Dynatrace |

**Personal Details**

|  |  |
| --- | --- |
| Gender | MALE |
| Marital Status | Single |
| Date of Birth | 04th May 1999 |
| Nationality | Indian |
| E-mail | [maheshgorrepati3@gmail.com](mailto:Talha5189s@gmail.com) |
| Mobile | +91-8185091075 |

**Declaration:**

I hereby declare that the information that I have furnished is authentic, and true to the best of my knowledge.

Place: Chennai

**Mahesh Gorrepati**

Date: