SANTHOSH RAVIKANTI

ravikantisanthosh2024@gmail.com | 314-687-0669 | 6+ Years of Professional Experience (IBM, Infosys & Cognizant) | Cape Girardeau, Missouri, United States, 63703.

Looking for: **Software Engineer Positions**, Employment Authorization: **December 15th, 2024**

LinkedIn: https://www.linkedin.com/in/santhosh-ravikanti/   **Portfolio:** https://santhoshravikanti.framer.website/

EDUCATION

Southeast Missouri State University | *Missouri, United States*   *Aug '23 – Dec '24*
- Master of Science in Computer Science | GPA: 4.0/4.0

Jawaharlal Nehru Technological University| *India*   *Jun '14 – Jul '18*
- Bachelor of Information Technology | GPA: 7.5/10

HONORS, CERTIFICATIONS AND AWARDS

Infosys Insta Awards - for significant contributions and delivering exceptional results	*Jul '22*
Microsoft Certified: Azure Fundamentals	*Apr '21*
Docker Essentials Developer Introduction	*Dec '20*
IBM Cloud Garage Test-Driven Development (TDD)	*Mar '20*
IBM Cloud Essentials	*Feb '20*
Certified SAFe® 4 Agilist	*Sep '19*

TECHNICAL SKILLS

Programming Languages: Java, JEE, Python, Spring, Spring boot, Kafka, Microservices, CI/CD and DevOps Tools, ServiceNow, BMC Remedy, Incident, Change & Problem Management, Configuration Management, Application Servers, Techncal Support, Operating Systems, User Experience, Data Integrity, MS SQL Server, DB2,Artifactory, SQL Server, JavaScript, Security, Workflow, Android, Ansible, GitHub, Jenkins, CICD, HIPAA, Technical Skills, Problem Solving, JIRA, GIT, Docker, Bamboo, Junit, Mockito, Swagger, Agile, Scrum, Waterfall, POSTMAN, Splunk, Control-M, IOS, Bitbucket, Maven, Gradle, Troubleshooting, Problem Solving.

PROFESSIONAL EXPERIENCES

Graduate Assistant

Southeast Missouri State University | *Cape Girardeau, USA*   *Jan '24 – Dec '24*

- Conducted literature reviews, contributed to ongoing research, assisted in data collection/analysis, and collaborated on interdisciplinary academic projects.
- Supported course preparation, conducted tutorials, graded assignments/exams, and provided academic advising and mentorship to undergraduate students.
- Managed departmental tasks, organized events, handled correspondence, and engaged in professional development workshops and training sessions.

Senior Associate Consultant

Infosys India Private Limited | *Hyderabad, India*   *Aug '21 – Aug '23*

- Dedicated Java Analyst with over 6 years of experience in designing, implementing, and maintaining robust and efficient Java applications. Expert in developing automated credit score evaluation platforms that seamlessly integrate data from multiple sources, delivering real-time scoring and predictive analytics
- Enhanced operational efficiency by identifying and resolving recurring issues, utilizing tools like ServiceNow, Remedy IT Service Management, contributing to quicker ticket processing and increased system uptime.
- Led initiatives in incident, change, and problem management by utilizing, debugging and fixing the production issues and developing the changes suggested by the business team in Java, Spring boot which minimized the impact of major incidents, resulting in an **80% decrease in recurring issues** and enhanced overall system stability.

Application Developer

IBM India Private Limited | *Hyderabad, India*   *Jan '19 – Aug '21*

- Developed and deployed solutions that optimized operational efficiency by addressing recurring issues, resulting in faster processing times and improved system uptime.
- Led the end-to-end development and deployment of solutions across lower environments, ensuring seamless execution and minimizing the impact of critical issues.
- Achieved **95% success rate** in deploying production changes, leading to enhanced system performance and increased operational efficiency.

Programmer Analyst Trainee

Cognizant Technology Solutions | *Chennai, India*   *Sep '18 – Dec '18*

- Optimized database queries for better performance utilizing stored procedures and query optimization techniques.
- Resolved customer issues by debugging existing application codebase or developing new features in a timely manner.
- Monitored automated build and continuous software integration process to drive build/release failure resolution using Jenkins.

PROJECTS

Loan Origination System (LOS) and Business Process Management (BPM) Projects   *Aug '21 – Aug '23*

This LOS/BPM project focuses on streamlining and automating the process of handling loan applications, approvals, and disbursements, ensuring seamless operations across various channels.

- Collaborated in end-of-end delivery of enhancements and new functionalities for the LOS/BPM, ensuring efficient workflow management for loan applications
- Integrated the LOS/BPM middleware with multiple upstream and downstream systems, including the Oregon Customers forms system and Westpac Live customer portal for application requests, and the Decision-Making system (DEMI), Vision Plus for card issuance, and Customer Information System (CIS) for processing, this contributed to the development of a unified Unsecured Lending platform aimed at streamlining the processing and decision-making of all Unsecured Lending products across various channels.
- Created Splunk Dashboards to expose Microservices operational and monitoring information for HTTP endpoints

Credit Score Analysis   *Jan '19 – Aug '21*

Automated credit score evaluation platform integrating data from multiple sources to provide real-time scoring and predictive analytics. Utilized microservices architecture for scalability and efficiency.

- Worked on the implementation of real-time credit scoring using Kafka, enhancing decision-making speed.
- Collaborated with the team to develop REST APIs and implement business features for seamless functionality.
- Integrated OAuth for secure user authentication, ensuring robust system security.
- Utilized Redis cache for efficient data caching, optimizing application performance and reducing database load.
- Contributed to the design and development of the microservices architecture, enabling easy deployment and maintenance.

Claims Processing System   *Sep '18 – Dec '18*

It is a centralized platform designed to efficiently manage and process insurance claims, incorporating real-time updates and automation to streamline the claims handling process.

- Worked as a backend developer with spring boot and java as a core technology
- Developed real-time claim status updates to enhance transparency and client satisfaction.
- Working on the REST APIs and developing business features.
- Implemented JWT for secure user authentication, improving system security.
- Integrated Memcached for efficient data caching, significantly boosting application performance and reducing database load.
- Contributed to the development of monolithic architecture, streamlining deployment and maintenance processes.