

SANTHOSH RAVIKANTI

ravikantisanthosh2024@gmail.com | 314-687-0669 | <https://www.linkedin.com/in/santhosh-ravikanti/>

TECHNICAL SKILLS

Programming Language	Java, Python
Databases	Db2, MSSQL
Frameworks	Spring, Spring Cloud, JEE
CI/CD and DevOps Tools	Artifactory, JIRA, Jenkins, GIT, Docker, Bamboo
Testing	JUnit, Mockito, Swagger
Methodology	Agile, Scrum, Waterfall
Other Tools	POSTMAN, Splunk, Control-M

PROFESSIONAL EXPERIENCES

Senior Associate Consultant

Infosys India Private Limited | Hyderabad, India

Aug '21 – Aug '23

- Dedicated Java Support 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

Jan '19 – Aug '23

- Collaborated in end-to-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 Tool

- 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.

EDUCATION

Southeast Missouri State University | Missouri, United States

Aug '23 – Dec '24

- Master of Science in Computer Science | GPA: 4.0/4.0** | Graduate Assistant in the Department of Computer Science

HONORS, CERTIFICATIONS AND AWARDS

Infosys Insta Awards - for significant contributions and delivering exceptional results

Jul '22

Microsoft Certified: Azure Fundamentals

Apr '21

Certified SAFE® 4 Agilist

Sep '19