

# **SAI DIVYA KOLAKALURI**

**Senior .NET Full Stack Developer With Production Support  
Charlotte, NC | 832-272-9180 | Saidivya.490@gmail.com | LinkedIn**

## **PROFESSIONAL SUMMARY**

Senior .NET Full Stack Developer with **8+ years** of experience designing, developing, and supporting enterprise-scale web applications and **backend systems** across transportation, compliance, research, and public-sector domains. Strong expertise in **C#, .NET Core, ASP.NET MVC, Web API, Angular, SQL Server, Oracle, and Azure cloud services**. Proven experience in modernizing legacy applications, implementing clean and scalable architectures, and delivering high-performance, secure solutions in Agile environments. Hands-on experience with **microservices**, containerization using **Docker, CI/CD pipelines, and Azure DevOps**. Adept at L3 production support, root cause analysis, and collaborating with cross-functional teams to deliver reliable and business-critical applications.

## **TECHNICAL SKILLS:**

- **Programming Languages:** C#, JavaScript, TypeScript, PL/SQL
- **Backend Technologies:** .NET Core, .NET 6/7, ASP.NET MVC, ASP.NET Web API, RESTful Services, Entity Framework, Dapper, Windows Services, Microservices Architecture
- **Monitoring & Analytics:** Splunk, AppDynamics, Dynatrace, New Relic, CloudWatch
- **ITSM & Collaboration:** Jira, ServiceNow, ITIL Framework, Incident Management, Change Management
- **Operating Systems:** UNIX/Linux, Windows Server, Shell Scripting, System Administration
- **Scripting & Automation:** Python, Bash, Shell Scripting, PL/SQL, JavaScript
- **Frontend Technologies:** Angular, AngularJS, HTML5, CSS3, Bootstrap, jQuery
- **Databases:** SQL Server, Oracle, Stored Procedures, Query Optimization, Database Design
- **Cloud & DevOps:** Microsoft Azure (App Services, Azure SQL, Azure Storage, Azure DevOps), Docker, CI/CD Pipelines, Release Management
- **Testing & Quality:** xUnit, NUnit, Unit Testing, Integration Testing, Code Coverage
- **Tools & Methodologies:** Git, GitHub, Azure DevOps, TFS, Jira, Agile Scrum, Sprint Planning, Code Reviews
- **Architecture & Design:** Object-Oriented Programming (OOP), SOLID Principles, Dependency Injection, Layered Architecture, REST API Design

## **PROFESSIONAL EXPERIENCE**

### **Senior Software Engineer (.NET Full stack) with L3 Support| Cubic Corporation San Diego County, CA | April 2020 – Nov 2025**

**Project Description:** Designed, modernized, and owned **mission-critical enterprise applications** for public transportation authorities and government agencies. Systems supported **24x7 high-availability operations**, real-time processing, automated workflows, and secure third-party integrations. The work included **migrating legacy VB.NET applications to C# and .NET Core**, building REST-based services, implementing containerized architectures, and deploying solutions on **Microsoft Azure** with strict performance, security, and reliability requirements.

#### **Roles & Responsibilities:**

- Served as a **core technical owner** for enterprise applications over six years, contributing to architecture decisions, modernization efforts, and long-term system stability.
- Led large-scale **migration of legacy VB.NET systems to C# and .NET Framework / .NET Core**, improving maintainability and scalability.
- Led advanced **troubleshooting** for high-severity (**SEV-1 / SEV-2**) incidents impacting merchant transactions and customer workflows.
- Designed and developed **Windows applications and Windows services** to support automated workflows, system integrations, and real-time operational processes.
- Designed and implemented **RESTful Web APIs and .NET Core services**, enabling secure, high-volume data exchange across internal and external systems.
- Applied **object-oriented design principles, SOLID patterns, dependency injection, and layered architecture** to build scalable and maintainable solutions.
- Diagnosed and resolved complex technical issues related to ASP.NET applications and provide L3 support for escalated incidents and managed issue resolution.
- Acted as first responder for production alerts, performing initial triage, impact assessment, and immediate stabilization for merchant-impacting issues.
- Monitored application performance and database health using AppDynamics, Splunk, and Dynatrace, configuring proactive alerts that reduced incident response time by 35%.
- Performed Root Cause Analysis and recommend solutions by collaborating with development teams to enhance and optimize applications.
- Implemented improvements and updates to existing codebases then documented support processes and resolutions for future reference.
- Monitored application performance and work on performance tuning then ensured compliance with security standards and best practices.

- Managed and troubleshooted Autosys batch jobs processing millions of daily transactions, ensuring timely execution and resolving failures within SLA timeframes.
- Performed Splunk log analysis for real-time monitoring, alert investigation, error pattern detection, transaction tracing, and root cause identification during SEV-1 and SEV-2 incidents.
- Managed incidents, problems, and changes using ServiceNow and Remedy, following ITIL-based incident management and escalation procedures.
- Provided 24x7 on-call L2/L3 production support for mission-critical, merchant-facing .NET applications in high-availability environments.
- Implemented **Docker-based containerization**, ensuring environment consistency across development, testing, and production.
- Built and maintained **CI/CD pipelines using Azure DevOps**, automating builds, testing, and deployments with minimal downtime.
- Worked extensively with **SQL Server and Oracle**, designing schemas, writing stored procedures, and optimizing queries for high-volume systems.
- Implemented **logging, monitoring, and health checks** using **Azure tools** to proactively detect and resolve performance issues.
- Played a key role in **production support and incident management**, performing root cause analysis and delivering permanent fixes for high-severity issues.
- Took ownership of **business-critical applications**, acting as the primary point of contact for enhancements, support, and knowledge transfer.
- Collaborated with **product owners, QA, DevOps, and stakeholders** to gather requirements and deliver enhancements aligned with operational needs.
- Developed **unit and integration tests using xUnit**, improving test coverage and reducing regression issues.
- Maintained **technical documentation, deployment guides, and runbooks** to support teams and onboarding.
- Actively participated in **Agile Scrum ceremonies**, contributing to planning, estimation, and continuous improvement.

**Environment:** C#, .NET Framework, .NET Core, ASP.NET Web API, Windows Applications, Windows Services, REST APIs, Microservices, Entity Framework, Dependency Injection, SOLID, SQL Server, Oracle, Docker, Microsoft Azure, Azure DevOps, CI/CD Pipelines, Git, xUnit, Logging & Monitoring, Agile Scrum

### **Software Developer With Production Support | The Climate Registry Los Angeles, CA | May 2019 – Oct 2019**

**Project Description:** This project focused on enhancing a compliance and reporting platform used by organizations to track and manage environmental and climate-related data. The system supported data ingestion, analytics, reporting, and third-party integrations, enabling clients to make informed, data-driven decisions and Production support.

#### **Roles & Responsibilities**

- Developed backend components using **C# and ASP.NET MVC**, following layered architecture and dependency injection principles.
- Supported .NET Framework and .NET Core applications running on Windows servers in 24x7 production environments.
- Designed and implemented **REST APIs** to support data ingestion, reporting workflows, and integration with external systems.
- Built responsive and user-friendly frontend features using **AngularJS, JavaScript, HTML5, and CSS3**, improving usability and engagement.
- Collaborated with product owners to translate business requirements into technical designs and scalable solutions.
- Implemented robust validation and error-handling mechanisms to ensure data accuracy and application stability.
- Optimized SQL Server queries and stored procedures, reducing database load and improving report generation performance.
- Built and refined **Splunk** searches to isolate application errors, performance degradation, and integration failures.
- Correlated logs across multiple services to identify root causes during high-severity incidents.
- Supported proactive monitoring by validating alerts and reducing noise during critical **Production** windows.
- Wrote comprehensive **unit tests using xUnit**, increasing test coverage and minimizing production defects.
- Assisted in modernizing legacy modules by refactoring older code to align with updated ASP.NET MVC standards.
- Participated in code reviews and knowledge-sharing sessions to promote best practices and maintain code quality.
- Supported deployment and post-release validation activities to ensure smooth feature rollouts.
- Performed detailed root cause analysis (**RCA**) and contributed to post-incident reviews with clear corrective and preventive actions.
- Designed and implemented long-term fixes to prevent repeat incidents, improving system stability and reliability.
- Provided guidance to **L2** teams during incidents, helping them interpret logs, alerts, and system behavior.
- Took ownership of production issues from detection through resolution and post-mortem closure.
- Analyzed memory, CPU, thread, and connection issues affecting application performance and availability.
- Worked closely with infrastructure and DevOps teams during outages and planned maintenance windows.

**Environment:** C#, ASP.NET MVC, REST APIs, AngularJS, JavaScript, HTML5, CSS3, SQL Server, xUnit, Git, Agile

**.Net Developer | University of Connecticut  
Storrs, CT | Sep 2018 – May 2019**

**Project Description:** Developed and enhanced **internal research and data analysis platforms** used by university teams to aggregate, process, and analyze academic and operational data. The application supported **dashboard visualizations, reporting, and multi-source data integration**, built using a full-stack architecture with ASP.NET, AngularJS, and SQL Server.

**Roles & Responsibilities**

- Developed internal web applications and dashboards using **ASP.NET and AngularJS** to support research analysis and reporting.
- Built backend components and **RESTful services** to enable secure data access and system integration.
- Designed and maintained **SQL Server schemas and stored procedures** for data-intensive reporting.
- Integrated multiple internal and external data sources using **REST APIs**.
- Implemented **data validation, error handling, and exception management** to ensure system reliability.
- Provided production support by diagnosing data workflow issues and implementing permanent fixes.
- Collaborated with researchers and stakeholders to translate requirements into technical solutions.
- Refactored legacy components to improve performance and maintainability.
- Participated in **Agile ceremonies** including sprint planning and reviews.

**Environment:** C#, ASP.NET, AngularJS, JavaScript, HTML5, CSS3, REST APIs, SQL Server, Stored Procedures, Git, Agile

**Application Developer | National Registry of Emergency Medical Technicians  
Columbus, OH | Sep 2017 – June 2018**

**Project Description:** Developed and supported **enterprise web applications** for certification, examination, reporting, and operational workflows. The system handled **high-volume transactions**, secure internal access, and integrations with external systems using ASP.NET and Oracle.

**Roles & Responsibilities**

- Developed and maintained enterprise web applications using **C# and ASP.NET**.
- Designed and implemented **RESTful APIs** for internal and external system integration.
- Developed and optimized **Oracle schemas and PL/SQL stored procedures** for transactional processing.
- Enhanced UI functionality using **JavaScript, jQuery, and AngularJS**.
- Implemented server-side and client-side validations to improve data integrity.
- Added logging and exception handling to improve application stability.
- Supported production releases and resolved post-deployment issues.
- Collaborated with QA and business teams to validate functionality and compliance.

**Environment:** C#, ASP.NET, AngularJS, JavaScript, jQuery, HTML5, CSS3, REST APIs, Oracle, PL/SQL, Git, Agile

**Software Engineer | Apcote Solutions  
Dallas, TX | May 2016 – Jul 2017**

**Project Description:** Worked on **enterprise web applications** supporting internal operations, reporting, and data management. Applications were built using ASP.NET and SQL Server with a focus on scalability, performance, and maintainability.

**Roles & Responsibilities**

- Developed web applications using **ASP.NET and C#**, implementing backend business logic.
- Designed **layered application architecture** to improve maintainability and testability.
- Developed and consumed **RESTful services** for frontend and third-party integration.
- Built responsive UI components using **AngularJS, JavaScript, HTML5, and CSS3**.
- Designed and optimized **SQL Server tables and stored procedures**.
- Wrote **unit tests using NUnit** to reduce regression defects. Supported deployments and resolved production issues.
- Worked with QA and business teams to ensure timely delivery.

**Environment:** C#, ASP.NET, AngularJS, JavaScript, HTML5, CSS3, REST APIs, SQL Server, Stored Procedures, NUnit, Git, Agile

**.NET Full Stack Developer | 24/7.ai  
Hyderabad, India | Jun 2013 – Dec 2014**

**Project Description:** Developed **business applications** for small and mid-sized clients to manage operational data, reporting, and user interactions using the **.NET Framework** and **SQL Server**.

**Roles & Responsibilities**

- Developed backend services and application logic using **C# and .NET Framework**.
- Built responsive user interfaces using **AngularJS, JavaScript, HTML5, and CSS3**.
- Implemented **CRUD operations** using ASP.NET and Entity Framework.
- Designed and maintained **SQL Server databases and stored procedures**.

- Fixed defects and optimized legacy modules for better performance.
- Implemented validations and exception handling for application stability.
- Collaborated with senior developers to deliver business features. Supported testing, deployment, and post-release maintenance.

**Environment:** C#, .NET Framework, ASP.NET, Entity Framework, AngularJS, JavaScript, HTML5, CSS3, SQL Server, Git, Agile

#### **EDUCATION**

- Executive MBA in Computer Science – Ottawa University
- Master of Science in Computer Science – National University
- Bachelor of Technology in Computer Science – KL University