

SAIJAYACHANDRARAJU RATNAKARAM

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SKILLS

Programming Languages: Python, Java, SQL (Postgres)

Tools: Service Now, Jira, GitHub, New relic, Fulfilment Consoles, Service Portals

Others: Power BI, SAP Fieldglass & Ariba, Project Financial management & Mining.

Experience

LTIMindtree – Bangalore

Sep 2022 – Present

Software Engineer

- Developed and maintained applications, ensuring seamless integration with third-party services and enhancing system interoperability.
- Implemented various tools & techniques for improving user experience and performance by 30%.
- Provided 24/7 production support for mission-critical applications, reducing downtime by 40% through proactive monitoring and issue resolution.
- Collaborated with cross-functional teams to troubleshoot and resolve production issues, ensuring minimal impact on business operations.
- Conducted root cause analysis using Sum logic\New relic & implemented permanent fixes for recurring issues, reducing the number of support tickets by 20%.
- Developed financial reports and forecasts, providing stakeholders with clear insights into project financial health and performance.
- Identified and pursued new business opportunities within existing accounts, resulting in a 20% increase in revenue.
- Conducted market research and analysis to uncover potential areas for account growth and expansion.

Mindtree – Intern

Mar 2022 – June 2022

- Responded to support tickets and resolved issues in a timely manner, reducing average resolution time by 20%.
- Participated in code reviews & debugging sessions, gaining valuable insights into best practices and coding standards.

Project - Enterprise Application Support and Maintenance

Reviewed EA & Leveraging **New Relic** for real-time application monitoring, ensuring high availability and reliability of critical systems. Utilized **Nagios** and **Splunk** for proactive monitoring and alerting, reducing incident response time by 40%.

Education

B Tech: G Pulla Reddy Engineering College

GPA 7.56

June 2018 - Aug 2022