

SHUBASH MUNIYAPPA

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SUMMARY

Computer Science graduate with 3 years of professional experience in application support and technical leadership. Resolved over 10,000+ tickets, slashing average resolution time by 40%. Actively seeking software development roles to leverage my technical skills and drive impactful contributions.

PROFESSIONAL EXPERIENCE

L & T Infotech, Bengaluru, Karnataka, India

10/2018 – 11/2021

Software Engineer

- Executed 300+ checkouts and provided 24/7 application support, resolving 95% of critical issues within SLA.
- Managed 9 essential CITI Bank applications, ensuring high availability across cross-functional teams.
- Collaborated with support teams to cut incident resolution time by 20% through escalation procedures.
- Analyzed root causes of escalated issues, decreasing recurrent incidents by 30%.
- Created and maintained precise documentation, enhancing accuracy by 25% and ensuring compliance.
- Reviewed documents and oversaw over 50 production releases, minimizing post-release issues by 15%.
- Resolved significant issues through client interactions and conducted training, increasing satisfaction by 20%.
- Monitored and executed 500+ Autosys jobs monthly, improving success rates by 10%.
- Orchestrated major production server changes with a 98% success rate.
- Developed and documented Continuity of Business Test plans, ensuring 100% readiness.
- Conducted rigorous Root Cause Analysis of critical incidents, reducing incident count by 20%.
- Provided effective on-call support, decreasing downtime by 30% and enhancing customer experience..

EDUCATION

University of Texas at Arlington, Arlington, TX, US

01/2022 - 05/2024

Master of Science in Computer Science Engineering

C M R Institute of Technology, Bengaluru, KA, India

07/2014 - 06/2018

Bachelor of Engineering in Electrical and Electronics Engineering

ACADEMIC PROJECT

Android Application Development

https://github.com/shubashmuniyappa/Food_Ordering_Android_Application | Food Delivery Application

- Implemented a user-friendly mobile app for ordering food using agile methodology with Android Studio with integration of secure payment gateway. Demonstrated proficiency in Java programming, APIs integration and project management.

Database Web Interface

<https://github.com/shubashmuniyappa/DBMS> | Arlington Sprouts Database Interface

- Developed a web interface for the Arlington Sprouts database, enabling CRUD operations and SQL query execution for data analysis. Presented project outcomes demonstrating proficiency in web development, SQL, and project management.

SKILLS

- **Languages:** C, C#, Python, Java (OOP), .Net, JavaScript, HTML, CSS.
- **Frameworks:** React.js, Node.js.
- **Version control:** Git, GitHub.
- **Tools:** Visual Studio code, IntelliJ IDEA, Eclipse IDE, Service Now, Autosys, Jira, Selenium, Junit.
- **Databases:** Sybase, Oracle, MySQL, Firebase, NoSQL.
- **Operating Systems:** Unix, Linux, Windows.
- **Others:** REST APIs, Software Architecture, SaaS, SDLC, Data Structures, Algorithms, Agile Development, UDeploy, CI/CD, Containerization, DevOps, Unit Testing, Mobile Development, Micro services, Web Development, Scrum, Team Collaboration, Incident Management, Application support, communication, customer service.