Prasanna Kumar K M
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Professional Summary:

Junior Software Engineer with a strong background in development and production support. Experienced in enhancing system compatibility, reliability, and performance. Proficient in Java, JavaScript, Spring Boot, and React. Skilled in troubleshooting, problem-solving, and utilizing tools like Eclipse, JIRA, Confluence, and Remedy for effective task and incident management.

Work Experience:

Software Engineer
Cognizant Technology Solutions
November 2021 - September 2023

- **Edge Migration Project (Walgreens)**
Role: Developer
Duration: March 2022 - June 2022

  - Updated web applications for Edge browser compatibility through code refactoring and CSS adjustments.

  - Collaborated with cross-functional teams and utilized JIRA for task tracking.

  - Enhanced system reliability and performance by successfully migrating applications.

- **Promise Project (Walgreens)** *Role:* Production Level 3 Support
Duration: July 2022 - September 2023

  - Maintained and supported critical web and desktop applications.

  - Conducted system health monitoring, root cause analysis, and incident resolution using Remedy.

  - Utilized Confluence for documentation and knowledge sharing.

  - Resolved over 95% of incidents within agreed time, reducing downtime.

Education:

Master of Computer Applications (MCA)
SJB Institute of Technology, Bengaluru
2023 - 2025
CGPA: 8.29

Bachelor of Science in Electronics, Mathematics, and Computer Science
The Oxford College of Science, Bengaluru University
2017 - 2020
CGPA: 6.99

Technical Skills

- **Operating Systems:** Windows 7, Windows 10, UNIX

- **Languages:** Core Java, Servlets, JSP, JDBC

- **Web Technologies:** HTML, CSS, JavaScript

- **Frameworks:** Spring, Spring Boot

- **Databases:** Oracle, MySQL

- **Tools:** Eclipse, JIRA, Confluence, Remedy, Microsoft Word, Excel

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Key Achievements

- Successfully transitioned applications from Internet Explorer to Edge, improving compatibility and performance.

- Developed comprehensive documentation for code changes, facilitating future maintenance.

- Resolved over 95% of incidents within the agreed timeframe, reducing system downtime.

- Enhanced system reliability through improved monitoring and optimization.

- Contributed to improved knowledge sharing and documentation, leading to better system operations.

Place: Bengaluru

Signature:

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