Jacinth Clera (Jesse)

Hyderabad

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About Me

I am a Software Developer with 2 years of experience in Integration Space specifically in Workato. Prior to this I had a career break of 5 years before which I worked as a Software Professional in Administering Managed Applications built on Middleware Technologies (Apache, Tomcat, IIS and JBOSS) with 4 years of experience.

While I was on a career break, I developed deep passion towards programming where I pursued Full Stack Java Developer Course.

Currently I am seeking challenging assignments in the arena of Integration to enhance my skills & expertise which play a vital role in the current world of Information Technology. I am ready to learn & explore things with a willingness to support and grow professionally.

Education

BVRIT College, Narsapur, Medak District 2009 - 2013
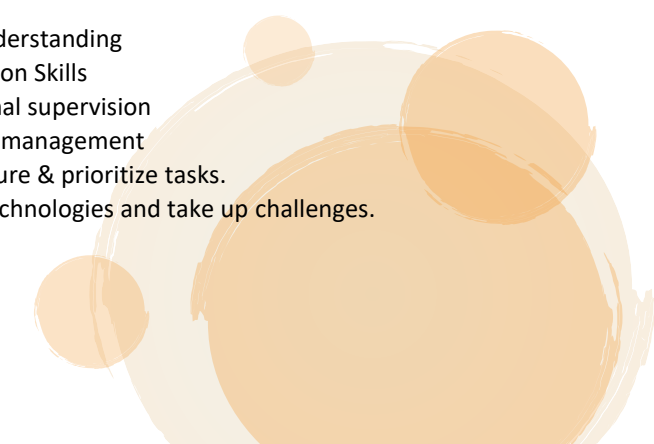Bachelor of Technology (B. Tech) - Computer Science Engineering

Nagarjuna Junior College, Board of Intermediate, Sangareddy 2007-2009
Intermediate – M.P.C (Mathematics, Physics & Chemistry)

Karuna High School, Andhra Pradesh State Board, Sangareddy 2007
S.S.C (Secondary School Certificate)

Strengths

- Quick grasping and understanding
- Excellent Communication Skills
- Self-starter with minimal supervision
- Well organized & time management
- Ability to handle pressure & prioritize tasks.
- Willing to learn new technologies and take up challenges.

Professional Summary

CriticalRiver - Hyderabad
Software Developer (Workato)   Apr'22 – Till Date

Key Responsibilities:
- Hands on experience in Creating, managing, and troubleshooting Workato integrations.
- Hands on experience in working with various data formats and protocols used in integration, such as JSON, REST, and OAuth.
- Hands on experience in using prebuilt Workato Connectors to connect to different systems and applications and understand API design and development.
- Hands on experience in creating and testing Workato recipes to automate workflows and integrate systems.
- Hands on experience in Creating, managing, and troubleshooting Workato integrations.
- Design Workato Solutions to meet specific business needs and integrate multiple systems leveraging modular and extensible methodology.
- Able to design reliable, scalable, reusable, and fault tolerant solutions using things like error handling, and reprocessing.
- Capable to Integrate Workato with databases like MySQL, PostgreSQL.
- Capable of developing Workato Integrations utilizing available data security features.

Wins / Accomplishments:
- Presented a Knowledge Sharing session on OAuth 2.0.
- Presented Demo on Salesforce to Seismic integration to my Business Client **Five9**.
- Worked on multiple POCs and presented demos to my current client **Logisense**.
- Built Contact Center Solutions in **Five9 VCC (Virtual Contact Center) Admin** during the training period with **Five9**, trained as a Contact Center Platform Engineer.

Project 1:   Salesforce to Seismic integration
Developed an automation solution for Five9 by integrating Salesforce with Seismic application.

Key Responsibilities
- Receive the platform event in the Workato trigger which sends the email address of the user profile that got updated in salesforce along with the custom property fields that are updated.
- Check if the user profile exists in Seismic, as only the salesperson details exist in Seismic.
- If the user exists, then sends the updated values via a Post call as PUT was not applicable for updating custom properties, limitation from Seismic application.

POC 1: Logisense to Amazon S3 integration

Key Responsibilities
- Automated report generated for multiple invoices and uploading them into S3 bucket.
- We collect all the invoices generated from Logisense during the bill day.
- For each invoice, we request for rendering the report & store it on a lookup table.
- Checking if the report is generated, then download & upload it with a specific filename into Amazon S3.

POC 2: Automated Sending Reports in an Email

Key Responsibilities
- Automated Sending ServiceGL & TaxGL reports that are fetched from Logisense Application in an email every 6 hours.
- These reports are pulled from Logisense via an API call simultaneously using the render request .
- The request process time for the report is more than one hour. Hence, included Wait Logic and report generated status is checked at regular intervals, once the report is generated, it is downloaded and checked for any records in the report and sent in email.

POC3: Logisense to an email application/SFTP

Key Responsibilities
- This integration runs 3 times a day (1:00 AM, 9:00AM & 5:00 PM) making sure to send detailed & summarized reports once a day.
- Initially an API call is made to render a daily report, if there are any records found after retrieving the reports then an email is sent. Else Detailed & Summarized reports are sent in an email or uploaded to an SFTP location.

POC4: Salesforce to Logisense

Key Responsibilities
Integration to Automate the following tasks in Logisense from Salesforce

Account Creation | Usage based Service With & Without Bucket |
Non-Usage based Recurring & Non-Recurring Service | Package with Defined Currencies |
Package Frequencies for Non-Tiered Pricing, Progressive Pricing & Bracketed Pricing |
Create Orders with Default Catalog Pricing, Over-ridden Subscription Pricing & Account Price Plan based on Product Code
| Usage Rate Groups Aggregated & Standard | Usage Rates Tiered & Regular rates | Usage Rate Plans |

POC 5: Employee Onboarding and Offboarding:

Key Responsibilities
Create, update & exit flow for HRMS Application Zoho People, Slack Application for sending live notifications to IT team.

POC6: Lead to Cash Accelerator

Key Responsibilities
- Automating the flow from finding a lead to the final payments.
  (Lead to Opportunity | Opportunity to Close | Close to Revenue)
- Managed Sales Tax Application, Tax Jar, Order Management System & Unleashed during the POC development.

DXC Technology (Formerly CSC India Private Limited)   - Hyderabad
Professional I – System Administrator (Web & Middleware Support)   Sep'13 – Jul'17

Key Responsibilities:
Supported GE-Alstom account as a System Administrator in Global Infrastructure Services (GIS) vertical.
- Unix Server Maintenance (includes Stop/Start, Patching of applications).
- Windows Patching (which includes application Stop/Start).
- Imagine Application – Engineering (applying patches, support and maintenance on the Production Environment).
- Licensing Support for doors, Autodesk, installations, MATLAB.
- Monitoring, resolving Incidents, Queue Management, Change Co-ordination and Implementation.
- Route Cause Analysis and post resolution support.
- Compliance with Service Management infrastructure and Policies.
- Supporting applications that are hosted on Apache-Tomcat, IIS, JBOSS.

Wins / Accomplishments:
- Picked up the role/responsibilities very quickly with minimal support from peers/senior team members.
- Mentored new team members (3) on accomplishing the tasks and activities I handle.
- Active on-call support member & received many appreciations for prompt and timely resolution.
- Prepared documentation and standardized many tasks/activities across the team.
- Promoted to the next level due to active contribution on many team-level activities

Certifications

- Workato Automation Pro I, Pro II & Pro III
- Five9 Virtual Contact Center (VCC) Admin

Trainings Attended & Self Learning

- Full Stack Java Developer (Java, Java Script, HTML, CSS, Oracle & Selenium – in progress)
- MuleSoft Administrator

Skill Competency

- **IPaaS: Workato**
- **Tools: Postman, Five9 VCC Admin, Logisense Billing Application, MS Office**
- **Languages: Java, HTML, CSS, SQL**
- **Database: Oracle, PostgreSQL**
- **Operating Systems: Linux, Unix, Windows Server**
- **Development Software: Eclipse**
- **Remedy 7.5 for Service Management (Incident, Change & Problem Management)**
  Creating, routing, resolving Incidents & work-orders, provide Route Cause Analysis in Problem Management, create, perform and implement change request & change co-ordination.