

JAGADEESH SAI CHAND GUNDABATHULA

**Developer | Workato**

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## Professional Summary

- 2+ years of IT industry experience encompassing a range of skill sets, roles, and industry verticals. Specifically, dedicated approximately 2.6 years to implementing integrations for global clients.
- Experienced in analyzing and translating business requirements to technical requirements and architecture.
- **Workato Pro III** certified, with strong expertise in Workato integration middleware and hands-on experience.
- Skilled in implementing high-quality technical solutions using the Workato toolset.
- Experienced in the design and implementation of integrations between various software applications.
- Proficient in understanding the Software Development Life Cycle (SDLC) and employing development, profiling, and troubleshooting techniques.
- Experienced in working with diverse data formats, including Database, JSON, XML, and CSV.
- Knowledgeable in utilizing RPA tools such as OpenBots and UiPath.
- Well-versed in REST APIs.
- Proficient in utilizing tools like Postman and SoapUI.
- Ability to work with JavaScript, HTML, and CSS.
- Self-motivated, energetic team player with a wide range of skills, including development, debugging, communication, interpersonal, leadership, time management, and problem-solving.
- Experience working with cloud apps like Salesforce, NetSuite, Okta, BambooHR, JIRA, and Azure Active Directory.

## Certifications

- Workato Automation Pro Certified (Pro I, Pro II, Pro III) (Enterprise Automation)
- Dell Boomi (Associate Developer)
- OpenBots RPA (Developer)

## Technical Skills

Languages/Technologies	Workato, Dell Boomi (Beginner), OpenBots, UiPath, JavaScript, SQL, REST and SOAP Web services, XML, JSON.
IDE/Tools/Utilities	Workato Middleware, OpenBots Studio, UiPath Orchestrator, SOAP UI, and Postman.
Operating Systems	Windows XP/7/8/10/11

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## Work Experience

**Software Engineer (Integration)**

**CriticalRiver Technologies Pvt Ltd**

**Hyderabad**

July 2021- Present

## Relevant Project Experience

Project #5	Mercari (Financial Systems)
Technologies	Workato, NetSuite, ADP, Workbot (Slack) and Google Drive.
Tools	Workato, Postman.
Connectors	NetSuite, ADP, Workbot (Slack) and Google Drive.

### Project #5 Description:

The objective of this project was to optimize and modernize the payroll processing system by implementing an automated solution for generating journal entries within NetSuite. This was accomplished through the seamless integration of ADP files stored in Google Drive. The project aimed to deliver improved operational efficiency, heightened data accuracy, real-time data synchronization, and a substantial reduction in manual data entry errors. A standout feature of this initiative was the successful integration of user inputs via Slack's Workbot interface. Additionally, the project included the development of adaptable templates to accommodate a wide range of validation requirements.

### Responsibilities:

- Engaged in identifying technical requirements, scope, goals, and deliverables.
- Participated in all phases of the Software Development Life Cycle (SDLC), including technical requirement development, design, and testing.
- Developed and maintained technical documentation to facilitate efficient support and assess the impact of future requests.
- Presented project updates and progress to stakeholders.

Project #4	HRMS AUTOMATION
Technologies	Workato, Azure AD, ATS, ERP (Oracle), HRMS
Tools	Workato, Postman, Azure Active Directory, and Microsoft Graph API.
Connectors	Azure Active Directory, BambooHR, Zoho People, Okta, Slack, and Mail.

#### Project #4 Description:

This project involves automating the Employee Lifecycle Process within an organization. The process encompasses onboarding, and data synchronization across various enterprise Identity service systems, ERP, Payroll, and Timesheet systems. Additionally, the project includes offboarding employees with a configurable Notifications feature.

#### Responsibilities:

- Collaborated with peers to gather and document integration requirements effectively.
- Coordinated with functional teams, business owners, and end users, actively participating in discussions, and meetings, and providing time and effort estimates. Conducted impact analysis and proposed suitable solutions.
- Engaged in all phases of the Software Development Life Cycle (SDLC), including technical requirement development, design, and testing.
- Designed and developed primary orchestration flows to meet both functional and non-functional requirements.
- Took responsibility for the lifecycle management of Workato Integration Development.
- Presented project updates and progress to stakeholders.
- Provided support in the implementation of changes, ensuring all environments were up to date.
- Assisted in resolving production issues.

Project #3	HR-IT Automation.
Technologies	Workato and Azure Active Directory.
Tools	Workato Middleware, Graph API, and Postman.
Connectors	HTTP Client, Azure Active Directory, Database, and Mail.

#### Project #3 Description:

This project aims to automate and streamline the process of granting employees access to specific applications at designated permission levels. The workflow can be triggered by specific events or executed on an ad-hoc basis to accommodate changing needs. The key systems involved in the automation are HRMS (BambooHR) and Enterprise Identity Service Systems (Active Directory).

#### Responsibilities:

- Engaged in identifying technical requirements, scope, goals, and deliverables.
- Participated in all phases of the Software Development Life Cycle (SDLC), including technical requirement development, design, and testing.

- Developed and maintained technical documentation to facilitate efficient support and assess the impact of future requests.

Project #2	Logisense Reconciliation (Billing Platform)
Technologies	Workato, Salesforce, Logisense, and REST Services.
Tools	Workato middleware and Postman.
Connectors	HTTP, Salesforce, and Logisense.

#### Project #2 Description:

This project involved integrating Logisense with Five9 (Salesforce). Daily, a report comprising multiple objects was queried from Logisense. Using the data from this report, real-time upsert operations were performed on the custom object in Salesforce called "Reconciliation Report." The integration ensured that data between the two systems remained synchronized and up to date.

#### Responsibilities:

- Involved in gathering and Documenting integration requirements through a partnership with peers.
- Coordinating with the functional, business owners, and end users, attending discussions and meetings, estimating time and effort, planning, performing an impact analysis, and suggesting solutions.
- Manage data analysis and data integration of disparate systems.
- Designed and developed main orchestration flows to meet functional and Non-functional requirements.
- Responsible for the code review checklist, Preparation of the test plans and reviews, involvement in the UAT with the business, and documenting the test results.
- Meets with project leaders to ensure progress toward architectural alignment with project goals and requirements.
- Responsible for Lifecycle management of Workato Integration Development.
- Presented the project to stakeholders.

Project #1	eBonding (Five9 – Zoetis) – Incident Case Management Process.
Technologies	Workato and REST Services.
Tools	Workato middleware and Postman.
Connectors	HTTP, Salesforce, and ServiceNow.

### Project #1 Description:

This project focused on implementing an eBonding solution between Five9 (Salesforce) and Zoetis (ServiceNow). eBonding facilitates the integration of IT Service Management (ITSM) systems between the two organizations, eliminating the requirement for customers to submit incidents through the Community portal. The solution ensures a seamless and automated flow of information, enhancing the efficiency and effectiveness of incident handling and management between the two platforms.

### Responsibilities:

- Developed and provided support for integrations on Workato, ensuring they meet business standards.
- Implemented major standards like OAuth to enhance integration security and authentication.
- Managed the entire lifecycle of Workato Integration Development, ensuring smooth execution and maintenance.
- Created and executed test cases for integrations (Unit, System) to ensure compliance with requirements and quality standards.
- Collaborated with stakeholders during testing and major project migrations to ensure seamless integration processes.
- Actively participated in upgrade projects to improve integration capabilities and system efficiency.
- Assisted with the implementation of changes, ensuring all environments were up-to-date and aligned with project requirements.
- Provided support for production issues, addressing, and resolving any integration-related challenges.

## Achievements

- Awarded the title of "**Rockstar**" for Q1 2022 in recognition of exceptional performance and significant contributions to the project.
- Recognized as a "**Key Contributor**" for Q1 2023, acknowledging the pivotal role played in driving the project's success and team accomplishments.

## Education

- Bachelor of Technology in Computer Science and Engineering (Cyber Security).  
**VelTech University** Chennai, India 2020.