

Ramesh Kumar

Lead Assistant Manager | Java/J2EE Developer | Application Support Engineer

Java/J2EE professional with 10+ years in full-stack development, enterprise application support, L3 production issue resolution, and client-facing delivery. Currently with EXL, supporting insurance platforms through core/config triage, plugin development, Jira governance, DevOps release support, and UK/US client coordination.



CONTACT

New Delhi, India
+91 9958530852
ramesh.rp1186@gmail.com
linkedin.com/in/ramesh-kumar-6a29a94b

SKILLS

FRONTEND

HTML5 CSS3
Tailwind CSS JavaScript
jQuery ReactJS
TypeScript Bootstrap5
Ajax

BACKEND

Java/J2EE JSP
Servlet Struts2
Spring MVC Spring Boot
Microservices Hibernate
JPA REST APIs

DATABASE

MySQL PostgreSQL
MongoDB
Query Analysis
Stored Procedure
Function

CORE STRENGTHS

Frontend

HTML5, CSS3, Tailwind CSS, JavaScript, jQuery, ReactJS, TypeScript, Bootstrap5, Ajax.

Backend

Java/J2EE, JSP, Servlet, Struts2, Spring MVC, Spring Boot, Microservices, Hibernate, JPA, REST APIs.

Database

MySQL, PostgreSQL, MongoDB, query analysis, stored procedure, and function.

Development Tools

Eclipse, STS, IntelliJ IDEA, Sublime, Brackets, SoapUI, Glowroot, Maven, Gradle, Jira, Trello, Bugzilla.

Delivery & Support

Issue recreation with Business Analysts, local environment analysis, core/config triage, L3 product calls, QA coordination, backporting, plugin development, client change-request estimates/development, Jira monitoring, DevOps deployment, and UK/US release support.

EXPERIENCE

May 2022 - Present

Lead Assistant Manager

EXL SERVICE.COM India Pvt. Ltd - Noida, India

Projects: LDS, Origoutils, OWS, Facade.

- **Application Support:** Recreate BA-reported issues, analyse product/configuration gaps, and drive L3 resolution.
- **Development:** Build and configure Java/J2EE plugins, backport fixes, and deliver client change requests.
- **Release Coordination:** Manage Jira updates, QA validation, DevOps deployment support, and UK/US release communication.

May 2019 - May 2022

Software Engineer

SDG Software Solutions India Pvt. Ltd - Noida, India

Projects: GE Billing Management (CATBill), TruOps GRC Solution.

- **Modernisation:** Improved legacy Java applications using Bootstrap, Spring MVC, Hibernate, and reusable UI/backend components.
- **GRC & Billing:** Delivered billing workflows, reporting support, multitennancy, risk/compliance, vendor risk, issue, and policy modules.
- **Environment Support:** Configured Windows servers, resolved QA/live defects, and supported security and integration findings.

— TOOLS

PROJECT TRACKING

Jira Trello Bugzilla

API & MONITORING

SoapUI Glowroot

BUILD & IDE

Maven Gradle Eclipse

STS IntelliJ IDEA

DELIVERY SUPPORT

CI/CD

Deployment Support

L3 Calls

— LANGUAGES

English Professional

Hindi Native

— CERTIFICATION

- Claude 101
- Claude Code 101

— LINKS

- code4devops.com
- rameshkumarprofile.com
- healthcarpet.in

○ Dec 2018 - May 2019

Senior Software Engineer

Cache Infotech India Pvt. Ltd - New Delhi, India

Project: HRMS for HSHRC.

- **Development:** Built Spring MVC and Hibernate modules for employee records, leave, training, facilities, and user profiles.
- **Delivery:** Managed requirements clarification, task coordination, staging deployment, and testing support.

○ Dec 2015 - Dec 2018

Java Developer cum Java Instructor

SSS IT Pvt. Ltd - Noida, India

Projects: jobandplacement.com, tabloidxo.com.

- **Development:** Delivered JSP, Struts2, jQuery, and MySQL features for dashboards, admin panels, recruiter workflows, and CMS flows.
- **Support & Training:** Supported UAT, production deployment, client requests, issue resolution, and Java training.

— EDUCATION

○ 2014

Master of Computer Applications (MCA)

Maharishi Dayanand University - Rohtak, Haryana, India

Post-graduated with 75.47%.

○ 2011

Bachelor of Computer Applications (BCA)

Maharishi Dayanand University - Rohtak, Haryana, India

Graduated with 65%.

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Place: New Delhi, India

Signature

Date: _____

Ramesh Kumar