

YAGNASRI NALLALA

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PROFESSIONAL SUMMARY

Detail-oriented and solutions-driven Software Engineer with 2.5+ years of experience in web application development using C#, .NET Core, ASP.NET, Angular, and Web APIs. Proven ability in developing and maintaining robust enterprise solutions, troubleshooting production issues, and enhancing system performance. Experienced with SQL Server, Azure, Python scripting, and Agile methodologies. Adept at cross-functional collaboration, cloud services, and continuous integration.

WORK EXPERIENCE

Infosys Ltd. | *Systems Associate*

Hyderabad, India | Jan 2023 – Present

- Developed and supported enterprise applications using **.NET Core, ASP.NET, Angular**, and **SQL Server**.
- Conducted API validations via **Postman** and **Swagger**, collaborating with development teams to resolve defects.
- Automated workflows and performed routine health checks using **UiPath Orchestrator**.
- Addressed production incidents, analyzed root causes, and implemented sustainable fixes.
- Participated in daily Agile stand-ups and collaborated with cross-functional teams for sprint planning and release management.
- Handled on-call production support and change management processes for releases.
- Improved troubleshooting efficiency and customer satisfaction through detailed logs, scripts, and documentation.
- Actively participated in Agile sprints and team ceremonies, fostering team collaboration and timely delivery.
- Recognized by stakeholders and managers for outstanding performance and ownership.

PROJECT

Client: Virgin Media – Ireland

Role: L2 Application Support Engineer

Technology Stack: .NET 8, SQL, SSMS, Azure, REST APIs, Postman, Swagger

Domain: Telecom

- Delivered L1/L2 support for enterprise software applications built on **.NET, SQL Server**, and **web APIs**.
- Monitored SQL jobs, wrote queries, and optimized stored procedures to resolve issues and improve performance.
- Engaged with CRM systems like **Salesforce** and **Clarify** to enhance user workflows.
- Collaborated with Dev and QA teams to resolve incidents within SLA using ServiceNow.
- Improved automation processes using scripting, leading to a **4% sales increase** and **20-minute time savings** per case.
- Compiled and presented weekly and monthly performance reports to stakeholders, highlighting trends, root causes, and preventive actions.
- Acted as L2 representative in client calls, L3 expedited support meetings, and change coordination discussions, contributing to smoother issue resolution and improved communication across teams.

TECHNICAL SKILLS

Programming Languages: C#, Python, HTML5, CSS3

Frameworks: .NET Core, .NET Framework, ASP.NET, Angular

Tools: MS SQL Server Management Studio, WinSCP, Postman, Swagger, Jira, UI Path Orchestrator, Kibana, Staging Server, Postman, Pega, Visual Studio

Databases: SQL Server

Cloud Platforms: Microsoft Azure (AZ-900, AZ-104, AZ-700 Certified), AWS

Methodologies: Agile/Scrum, CI/CD

Others: REST APIs

Others: Entity Framework Core

Languages: Telugu (Native), English (Proficient), Hindi

Soft Skills: Strong communication, analysis, problem-solving, team collaboration

CERTIFICATIONS

AZ-900: Microsoft Azure Fundamentals

AZ-104: Microsoft Azure Administrator

AZ-700: Designing and Implementing Microsoft Azure Networking Solutions

EDUCATION

Bachelor of Science, Computer Science	2019-2022
SPACES Degree College, Payakaraopeta	