

VASU KANDAGATLA

Pune, Maharashtra

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Professional Summary

Software Developer with 6+ years of experience building and scaling enterprise CRM, BSS, and billing platforms using Java, Spring Boot, and REST/SOAP integrations. Skilled in cloud migration and containerized deployments on Azure, CI/CD automation, and microservices architecture, with a strong track record of improving system reliability and release velocity. Currently building agentic AI layers (LangGraph, MCP, ReAct planners) on top of existing CRM applications to automate billing and dispute-resolution workflows.

Experience

Amdocs LLP

Sep. 2023 – Present

Software Developer - Advanced

Pune, Maharashtra

- Developed and maintained a production CRM application serving multiple enterprise teams and high-volume daily transactions, while driving SRE practices, including monitoring, incident response, and release governance, that improved system stability, uptime, and deployment reliability.
- Developed a production-ready Telecom BSS/Billing Agentic AI platform that exposes carrier billing operations as governed, **LLM-callable tools across 6 domain agents and multiple MCP tools**, independently designing and building the MCP tool layer end-to-end.
- Led AI adoption within the team by developing workflows, use cases, and Markdown-based documentation standards, building reusable Cursor AI skills for automated PR creation and CI/CD triggering, and integrating AI tooling into the CRM development workflow, **cutting developer time by 60%** and boosting team productivity
- Led the migration of a legacy CRM application from on-prem RHEL infrastructure to Azure Cloud, rebuilding the deployment architecture from the ground up with containerized images and automated config/secrets management, while **cutting prod/non-prod compute costs** through scheduled environment shutdowns.
- Upgraded and modernized system integrations by migrating 100% of SOAP services to REST/JSON APIs, improving performance, scalability, and interoperability while **reducing integration defects by 30%**
- Fixed 120+ bugs and resolved hundreds of production incidents** during a monolith-to-microservices migration of the Enterprise Ordering System, minimizing revenue impact and improving reliability for high-volume enterprise customers.

Amdocs LLP

July 2020 – Sep. 2023

Software Developer

Pune, Maharashtra

- Developed Enterprise Order Broker leveraging ActiveMQ and Apache Camel to integrate Enterprise and Consumer systems, enabling **near-real-time data synchronization (<5s latency)** and eliminating batch-processing delays.
- Developed and worked on a CRM application, helping stakeholders increase profitability by delivering new features.
- Brought improvements to software and business processes by utilizing software engineering tools and automating solutions to increase efficiency and reduce design complexity.
- Updated and modified existing applications to resolve errors and adapt them to new performance requirements.
- Explored new ways to automate redundant tasks in production and non-production environments by writing shell scripts, which helped both me and my team cut down time and increase productivity.

ORNNova Technologies India Pvt Ltd

Nov. 2018 – Dec. 2018

Application Developer Intern

Bengaluru, Karnataka

- Developed and implemented a food ordering system covering the full order lifecycle, from placing an order to generating the final bill, using PHP, HTML, and JS.
- Completely transformed manual ordering into a web-based online ordering system per client requirements, minimizing turnaround time and providing real-time updates to the kitchen/admin.
- Implemented an admin login where the admin could view real-time analytics, such as the number of orders processed and revenue generated, and add or modify menu items.
- Provided functionalities like, Real time data sharing to the kitchen using MySQL triggers, as chefs to work on the orders and billing the Order with pre-configurable Tax rates which can be configured at admin area.

Education

S.R.M Institute of Science and Technology

July 2016 – June 2020

Bachelor of Science in Information Technology

Chennai, Tamil Nadu

Narayana Junior College

June 2014 – June 2016

Higher Secondary Education

Hyderabad, Telangana

Technical Skills

Languages: Java, Python, HTML/CSS, SQL, Shell Script, PHP, Node.js, React

AI / Agentic: LangChain, LangGraph, Model Context Protocol (MCP), A2A Protocol, ReAct Agents, FastMCP, Langfuse, Prompt Engineering, LLM Guardrails, OpenAI / Azure OpenAI, Cursor AI, Agent Skills

Developer Tools: VS Code, Cursor AI, Prompt Engineering, AI Documentation, AI Literacy, Eclipse, Amazon Web Services, IntelliJ IDEA, Perforce, Soap UI, Maven, GIT, Bamboo, Bitbucket, Jira

Cloud & DevOps: Azure, AWS, Docker, Kubernetes, OpenShift, Helm, Jenkins, Bamboo, Nexus, Prometheus, Grafana, OpenTelemetry, CI/CD

Technologies/Frameworks: Spring Boot, SOAP&RESTful Web Services, Postgres, Apache Camel, Jupyter Notebook/lab, Docker, Agile, Unix, Version Control System, JBoss Fuse, WordPress