

Chandra Sekhar Sai Mellipaka

Visakhapatnam, India ▪ +91 7036399950 ▪ chandrasekharsai03@gmail.com ▪ LinkedIn ▪ GitHub ▪ Portfolio

Professional Summary

IT professional with experience in end-to-end incident lifecycle management, structured root cause analysis, and cross-functional stakeholder communication within Agile delivery environments. Built and maintained scalable automation frameworks spanning multi-layer systems, applying systematic fault isolation and defect triage using Jira. AWS Solutions Architecture certified with working knowledge of CI/CD pipelines, REST API validation, and cloud-hosted service environments. Seeking to apply process discipline, technical breadth, and communication skills to a Global Service Desk role focused on first-contact resolution and SLA adherence.

Core Competencies

- Incident & Ticket Management
- SLA Monitoring & Reporting
- Root Cause Analysis
- Defect Lifecycle Management
- Escalation & Priority Triage
- First-Contact Resolution (FCR)
- REST API Triage & Validation
- CI/CD Pipeline Operations
- Cross-functional Collaboration
- Agile & Sprint Coordination
- Stakeholder Communication
- Quality Metrics Dashboards
- Shift-Left Testing Practices
- Test-Driven Development (TDD)
- AWS Cloud Platform Exposure

Technical Skills

Languages	Java 21, SQL, HTML5, CSS
Automation	Selenium WebDriver 4.x, TestNG, Cucumber BDD, Data-Driven Testing, Keyword-Driven Testing
Design Patterns	Page Object Model (POM), Singleton, Factory, ThreadLocal Architecture
API & Testing	Postman, SoapUI, REST API Validation, Manual Testing, Functional & Regression Testing
CI/CD & Build	Maven, Jenkins, GitHub Actions, Git, GitHub
Reporting	Extent Reports, Allure Reports, Log4j2, Apache POI
Platforms	Jira (Defect & Incident Tracking), AWS Elastic Beanstalk, MS Office Suite
Methodologies	Agile, STLC, SDLC, Shift-Left, UAT, Requirement Traceability Matrix (RTM)

Project Experience

QA Automation Engineer | Adactin Hotel Application

2024

Enterprise Hybrid Automation Framework

- Architected a scalable, multi-layered Hybrid Automation Framework using Java 21, Selenium WebDriver 4.15, TestNG, and Cucumber BDD, covering 9 functional modules — including Login, Hotel Search, Booking Engine, and Itinerary Management — across 7 dedicated feature files.
- Designed an uncoupled Page Object Model mapping 9 web page classes, eliminating code redundancy and reducing suite maintenance effort across the full regression cycle.
- Implemented ThreadLocal-based DriverManager enabling parallel cross-browser execution across Chrome, Firefox, and Edge, reducing end-to-end test cycle time.
- Built a Data-Driven and Keyword-Driven testing layer using Apache POI to parameterise test inputs from external Excel sources through a centralised ActionEngine utility.
- Configured RetryAnalyzer listeners for automatic failed-test retries, contextual screenshot capture on failure, and structured runtime logging via Log4j2 — cutting manual debugging overhead.
- Established a Shift-Left CI/CD pipeline integrating Regression, Smoke, and Sanity Maven profiles directly into Jenkins and GitHub Actions workflows.
- Delivered real-time quality and governance dashboards via Extent Reports and Allure, enabling stakeholders to monitor execution status, defect trends, and coverage metrics at a glance.

Tools & Technologies: Java 21, Selenium WebDriver, TestNG, Cucumber BDD, Maven, Jenkins, GitHub Actions, Apache POI, Log4j2, Allure Reports, Git, Jira

Mini Projects

IT Helpdesk Ticketing Simulator | *Personal Project*

2024

Incident Management & Ticket Lifecycle Automation

- Developed a command-line helpdesk simulation tool in Java that models end-to-end ITSM ticket workflows — covering ticket creation, priority triage (P1–P4), assignment, escalation, and closure — replicating real-world L1/L2 service desk operations.
- Implemented SLA breach detection logic that flags overdue tickets based on configurable priority thresholds and triggers automated escalation alerts, reinforcing SLA adherence practices.
- Structured incident logs using Log4j2 with severity-based categorisation, enabling audit-ready records and post-incident root cause traceability.
- Exported ticket summary reports to Excel via Apache POI, providing stakeholders with resolution time analytics and open/closed incident counts per category.

Tools & Technologies: Java 21, Log4j2, Apache POI, Git — **Keywords:** Incident Management, SLA, Ticket Lifecycle, Escalation, ITSM, L1/L2 Support

Service Desk KPI Dashboard | *Personal Project*

2024

SLA Monitoring & Quality Metrics Reporting

- Built an HTML/CSS dashboard that visualises key service desk KPIs — First-Contact Resolution (FCR) rate, Mean Time to Resolve (MTTR), ticket volume by category, and SLA compliance percentage — using data sourced from mock incident logs.
- Designed the reporting layout to mirror enterprise IT governance dashboards, enabling at-a-glance status visibility for support managers and stakeholders.
- Integrated a SQL-backed data layer to query and aggregate ticket records by date range, priority, and resolution status, simulating real-time reporting against a helpdesk database.
- Validated dashboard data accuracy by cross-referencing SQL query outputs against manually maintained Excel trackers, ensuring consistent metric representation.

Tools & Technologies: HTML5, CSS, SQL, MS Excel — **Keywords:** KPI Reporting, FCR, MTTR, SLA Compliance, Stakeholder Dashboards, Quality Metrics

REST API Health Monitor | *Personal Project*

2024

Service Availability & Incident Detection

- Built an automated API health-monitoring script using Postman Collections and Newman CLI to continuously validate the availability, response time, and status codes of critical service endpoints.
- Configured threshold-based alerting to flag degraded or failing endpoints, simulating proactive L2 incident detection before user-reported outages.
- Integrated monitoring runs into a GitHub Actions workflow to execute checks on a scheduled interval, producing JSON health reports and notifying via console output on failures.
- Documented incident response runbooks for common API failure patterns (timeout, 5xx errors, auth failures), supporting faster Mean Time to Resolution (MTTR) during simulated outages.

Tools & Technologies: Postman, Newman, GitHub Actions, JSON — **Keywords:** REST API, Service Availability, Incident Detection, MTTR, L2 Support, Runbook

Certifications & Additional Experience

- **Selenium with Java** — Automation Testing & Manual Testing Certification.
- **AWS APAC Solutions Architecture** Virtual Experience Program (Forge, April 2025) — designed a scalable Elastic Beanstalk hosting architecture to resolve client latency issues; documented deployment models and architectural components for cross-team stakeholders.
- **Accenture Virtual Developer Job Simulation** — completed as a Technical Participant, gaining exposure to enterprise development workflows, delivery standards, and professional collaboration practices.

Education

Bachelor of Technology — Mechanical Engineering

2021 – 2024

Raghu Institute of Technology

Diploma — Mechanical Engineering

2017 – 2020

Mrs. AVN Polytechnic College