

Ganesh Linganna Mukkera

Automation Lead & AI Solutions Specialist

AUTOMATION · WORKFLOW ORCHESTRATION · SERVICE INTEGRATION · AI

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Professional Summary

Automation & AI solutions specialist with **10+ years** building intelligent, self-running systems that cut manual effort and bring accuracy. Led end-to-end delivery of **20+ flagship systems** and **50+ web apps** across banking, e-commerce, media/content operations, surveys and field operations. Strong in **scalable workflow solutions & orchestration (n8n)**, **Python**, **Angular**, **AI agents & RAG**, full-stack engineering, and **L2/L3-style application support** with ITIL-aware incident, change and root-cause practices. Conceptually fluent in **RPA / UiPath** and eager to ramp on it quickly.

Core Competencies

Automation & RPA concepts · Scalable Workflow Solutions (n8n) · Service Integration · AI Agents & Agentic AI · LLMs · RAG · Python · Angular · PHP & Laravel · Microservices & REST APIs · SQL / MySQL · QA & Test Automation · L2/L3 Application Support · ITIL-style Incident / Change / Problem · SLA & RCA · Postman · Git · Media & Content Automation · Solution Design · Client & Team Leadership

Professional Experience

Independent Solutions Developer — Self-employed / Consulting

2014 — Present

- **Led end-to-end delivery** of 20+ flagship systems and 50+ websites/web apps across 6+ industries and 2 countries — owning scope, build, deployment and support, and coordinating client & vendor teams.
- Designed **scalable, orchestrated workflow solutions** (n8n + custom Python and PHP/Laravel services) that automate CRM updates, notifications, assignment and reporting — replacing manual, error-prone processes.
- Built **AI agents and RAG-based systems**, including a natural-language, **L2/L3-style support desk** that retrieves relevant context to drive root-cause-guided resolution and SLA-aware turnaround.
- Delivered **enterprise-grade applications** — incl. a lead-management platform for a leading Indian bank — using Python, Angular, PHP and Laravel.
- Engineered a **secure franchise POS** supporting COCO / FOFO / SIS (Shop-In-Shop) models with zero-trust security, silent printing and QR-based ordering.
- Owned **QA & production support** — test cases and automated checks for UI, APIs and workflows; monitoring, RCA and SLA-minded resolution.

Claims Specialist — Wipro Limited

2013 — 2014 · 11 months

PCRS — final stage of claims resolution · UnitedHealth Group (UHG), USA

- Worked in the **PCRS process** — the final stage of healthcare-insurance claims resolution — for **UnitedHealth Group (UHG)**, building early discipline in **accuracy, quality and SLA-bound delivery** that still shapes how I build automation today.

Selected Projects

Automated Lead Management System · Leading Indian Bank
Orchestrated lead lifecycle — CRM, notifications, assignment & reporting.

Survey Management Systems · 3 Agencies, Dubai
Field data capture, structuring and reporting at scale.

E-Commerce Platform · Gifting brand
Complete catalog → cart → checkout → order management.

Tours Management Backend · Travel agency
Structured, API-driven backend for tour operations.

AI-Driven Technical Support Desk · Survey Co., Dubai
NLP ticketing, RCA-guided fixes, one-click authorized, SLA-aware resolution.

Secure Franchise POS · Franchise business
COCO / FOFO / SIS models, zero-trust, silent printing, QR ordering.

Automated Media-Asset Pipeline · Printing agency
Print-ready certificate generation with automated validation at volume.

Pharma Data-Collection System · Pharma companies
Compliant structured record capture for gifting requirements.

Technical Skills

Languages / Frameworks	Python · Angular · PHP · Laravel · JavaScript · HTML / CSS · SQL / MySQL
Automation	n8n · Scalable Workflow Solutions · Service Integration · RPA concepts · UiPath (conceptual — ready to learn)
AI	AI Agents & Agentic AI · RAG (Retrieval-Augmented Generation) · LLMs · NLP · AI-assisted development
Engineering	REST APIs · Microservices · Postman · Git · Zero-trust security
Quality & Support	QA & Test Automation · L2/L3 Support · ITIL-style practices · SLA · RCA · Monitoring
Domains	Media & Content Operations · Banking · E-commerce · Surveys · Field Ops

Education

B.Sc. — Information Technology
University of Mumbai · 2010 – 2013

HSC — Science
MVM Jr. College, Mulund West · 2009

SSC
Mulund Vidya Mandir, Mulund West · 2007

I, Ganesh Linganna Mukkera, hereby declare that the information above is true and correct to the best of my knowledge.