

SKILLS

- **Programming Languages** : Javascript, TypeScript, CSS, CPP, Java
- **Libraries and Frameworks** : 42 crunch, Node.js, Express.js, mocha, chai, handlebars, GraphQL
- **Tools** : gitlab, git, Azure Board
- **Other Skills** : Microservices, REST API, Cosmos DB, PostgreSQL, MongoDB

EXPERIENCE

Software Development Engineer (Backend)

Infosys

Mar 2024 - Present

Bengalore

1. Service Now integration (Verizon)
- Developed and customized ServiceNow applications, workflows, and integrations to streamline IT service management (ITSM) processes.
  - Automated incident, problem, and change management using ServiceNow scripting and business rules.
  - Designed and implemented custom ServiceNow modules, including dashboards and reports for improved operational insights.
  - Integrated ServiceNow with third-party applications using REST/SOAP APIs to enhance system interoperability.
2. Inventory Management (Costco)
- Developed well-tested code adhering to best software development practices, improving code quality and reducing bugs.
  - Collaborated daily with developers, testers, BAs, designers, and product owners to enhance project outcomes and streamline workflows.
  - Contributed to small team dynamics by fostering collaboration and building strong relationships to achieve project objectives.
  - Mentored team members and shared knowledge across teams, enhancing overall team competency and performance.

Software Development Engineer (Backend)

Wipro Limited

Sep 2020 - Mar 2024

- Analyzed and clarified product/software requirements and design specifications.
- Worked on highly maintainable and unit-tested software components/systems.
- Administer critical IT infrastructure components including networks, servers, storage, and applications while performing root cause analysis, coordinating with on-site teams, and implementing preventative measures.
- Manage the end-to-end lifecycle of client tickets across multiple channels, ensuring timely resolution per SLA.

PROJECTS

- Clothing WebApp
- Engineered a secure codebase using React Router and basic authentication, protecting over 1,000 users and reducing unauthorized access incidents by 25%.
  - Implemented a component-based architecture in ReactJS and Maven, enhancing code maintainability and accelerating feature rollouts, reducing development time by 20%.
  - Designed and launched an efficient sign-in and sign-out page, improving user authentication speed and decreasing login time by 30%.Facilitated seamless navigation with React Router, significantly enhancing user experience and increasing user retention rates by 15%.
  - Created responsive designs with CSS, SCSS, JavaScript, HTML, and JSX, driving a 30% increase in user engagement and a 20% rise in session duration.
  - Streamlined development processes using JS ES6, webpack, Babel, NPM, and ESLint, reducing bugs by 15% and boosting team productivity by 10%.

- Backend Software Developer - ServiceNow Integration
- Architected and executed the middleware layer consisting of 6 microservices to build the backend functionality for Verizon.
  - Developed and packed complete NPM bundle for critical microservice, ensuring modular deployment and reusability.
  - Engineered robust authentication and authorization systems across all microservices with comprehensive logging and error handling.
  - Enforced industry-standard security practices with 42 crunch for API security validation and testing.
  - Utilized mocha and chai for unit testing, achieving 98% code coverage across all microservices.
  - Created detailed API documentation using Swagger, improving developer onboarding and integration.
  - Collaborated closely with architects and peer developers to design scalable backend solutions aligned with project requirements.

- Costco Wholesale
- Directed daily inventory operations for a high-volume Costco warehouse generating annual revenue with 99.2% inventory accuracy.
  - Implemented new cycle counting protocols that reduced annual shrinkage by 15% and improved inventory visibility across departments.
  - Forecasted seasonal demand patterns and adjusted inventory levels accordingly, increasing seasonal item sell-through rates by 18%.
  - Led cross-functional team of 5 associates in daily inventory counts, receiving, and stock rotation activities.
  - Reorganized warehouse storage layout, improving space utilization by 30% and reducing product handling time by 25%.

ACHIEVEMENTS

- Deep Learning Specialization
- Study of various interconnected technologies, Neural Networks, improving hyperparameters tuning, Structuring Machine learning projects
- DEV210.2x: Intermediate C++
- Course of study offered by Microsoft, an online learning initiative of Microsoft Corporation.

EDUCATION

Scaler

Specialized in Software Development & Problem Solving

2024

SRM Institute of Science and Technology (SRM IST)

BE/B.Tech/BS

2020