

Alan Binu

Senior Software Engineer

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Digital Portfolio: <https://alanbinu007.github.io/>



IBM and Meta Certified Software Developer

Work Experience

Senior Software Engineer

Voipbird IT Services (Dec 2023 to till now)

www.voipbird.com

Responsibilities:

- Designed, developed, and deployed **5+** mission-critical applications to support core business operations, including **CRM systems, auto-dialers, call recording platforms**, and **DNCR** compliance tools, managing **15+ clients independently**.
- Achieved **100% compliance success rate** with telecom regulations by engineering a fully automated **DNCR** (Do Not Call Registry) compliance solution.
- Increased client productivity by **25%** through the development and implementation of a custom **CRM** system tailored to streamline workflows and customer engagement.
- Restructured communication flow across 5-10 departments using a centralized auto-dialer system, leading to a **75% reduction** in paperwork and significantly improved interdepartmental coordination.
- Developed secure call recording platforms that automatically send recordings to banks per regulatory requirements, reducing manual effort by **10-15%** and enhancing audit efficiency.
- Maintained and optimized the organization's full technical infrastructure—including **databases, backend services, frontend applications, API integrations, and CI/CD pipelines**—ensuring **99.9% uptime** and system reliability.
- Acted as the sole technical point of contact, gathering requirements from stakeholders and clients, translating them into scalable, high-performance software solutions.
- Led **QA** efforts including unit, regression, and user acceptance testing to ensure stable, bug-free releases and smooth post-deployment operations.
- Created and maintained structured technical documentation covering system architecture, workflows, and troubleshooting guides, supporting long-term maintainability and scalability.

Software Engineer

TCS (Sept 2022 to Jan 2023) www.tcs.com

Responsibilities:

- Worked as a Java backend developer in MWS (Mobile Web Service) development team with apps that build on Microservice Architecture.
- Reviewed daily, weekly and monthly data to identify waste drivers/storage and improved overall quality.
- Worked closely with the team to fix customer problems.
- Help the team to fix and modify the cloud Azure works/problems.

Full Stack Engineer

Infosys (Aug 2020 to Aug 2022)

www.infosys.com

Responsibilities:

Worked as a Full Stack Engineer with ReactJs and Spring boot in HSBC for LoanIQ UK team.

- Created a new way of log extraction all over the LoanIQ team for faster development and process requirement and it is widely used across the team.
- Created a React project that help to deploy the Control-M jobs to live within seconds, thus increased the productivity using Spring boot, Spring Security, Hibernate and MySQL.
- Helped the team to solve the Apache Httpd server crash issue in US region and also created a new J2EE application to monitor Httpd Apache server in every 5 min in Control-m and get alerts by mail.
- Successful transformed Control-m jobs fetcher application from JSP, InfluxDb stack to React, MongoDB which cut latency and increase the overall performance.

Software Developer Intern

Santhisoft Technologies (Nov 2019 to Mar 2020)

www.santhisoft.com

Responsibilities:

- Worked on an Online Advocate Management System.
- The technologies include JSP, PHP, JavaScript, CSS and MySQL.
- Taken the fully responsibilities of development with testing, debugging and technical documentation

Professional Skills

- Programming Languages: Java, Python, PHP, JavaScript, TypeScript, SQL, HTML, CSS
- Frameworks & Libraries: Spring Boot, Hibernate, React.js, Node.js
- Databases: MySQL, PostgreSQL, MongoDB
- Cloud Platforms: AWS (basic knowledge), Google Cloud Platform (basic knowledge), Azure (basic knowledge)
- Tools & IDEs: IntelliJ IDEA, Eclipse, Visual Studio Code, Postman, Git, Maven, Gradle
- Operating Systems: Windows, Linux
- Version Control & CI/CD: Git, GitHub, GitLab, Jenkins
- Containerization & Virtualization: Docker, Docker Compose
- Other Technologies: REST APIs, JSON, Swagger, JPA, JDBC, Microservices Architecture, Unit Testing (JUnit, Mockito)

Education

- **Master Of Computer Applications** from IGNOU, New Delhi, India

July 2023

Certifications

- AWS Cloud Practitioner Essentials
- Certified Scrum Foundation Professional
- Google IT Support Specialization | Professional Certificate
- IBM Artificial intelligence & Big Data Specialization | Professional Certificate
- SAS Visual Business Analytics Specialization
- Applied Data Science with Python Specialization
- Advanced Machine Learning with TensorFlow on Google Cloud Platform [and more](#)

Personal Information

Visa Status: Employment Visa