

# Amara Manoj NagaSai Venkat

Software Engineer — Backend Developer — Site Reliability Engineer(SRE)

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## PROFESSIONAL SUMMARY

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Highly motivated Software Engineer with 2 years of experience in backend development and site reliability. Skilled in building, integrating, and maintaining scalable payment and telecom platforms under high-traffic conditions. Adept at balancing feature development with incident management, performance optimization, and observability. Proficient in Java, Node.js, with a strong foundation in cloud technologies (AWS), containerization (Docker, Kubernetes), and monitoring tools (Grafana). Recognized for reducing system downtime, improving transaction reliability, and driving key business metrics through technical excellence and ownership.

## TECHNICAL SKILLS

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**Languages & Frameworks:** Java, Javascript, Node.js, SQL, REST APIs

**Cloud & DevOps:** AWS (EC2, S3), Docker, Kubernetes, Git, CI/CD, Agile

**Monitoring & Observability:** Grafana, Linux, cURL, Shell Scripting, JIRA

**Databases:** MySQL

**API & Integration:** RESTful APIs, API security, Postman

**Practices:** Incident Management, Root Cause Analysis, Production Support, Code Reviews, Automation, Scalability

## WORK EXPERIENCE

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### Product Development Engineer

Comviva, Bangalore

*Aug 2023 – Present*

- Architected and integrated mission-critical third-party APIs for high-traffic telecom wallet and payment platforms, ensuring continuous service delivery and reliability.
- Led a performance optimization initiative that improved backend workflows and caching mechanisms, reducing system downtime by 50
- Provided hands-on L3 production support, successfully debugging and resolving critical incidents to maintain system stability and minimize escalations.

### Product Development Intern

Comviva, Bangalore

*Feb 2023 – Aug 2023*

- Developed real-time monitoring solutions using Grafana and Prometheus to track key performance indicators like TPS (Transactions Per Second).
- Assisted in incident resolution and performed root cause analysis, contributing directly to the stabilization and reliability of production systems.
- Conducted rigorous backend validation and testing to ensure payment reliability and data integrity before and after deployments.

## PROJECTS

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### Mobile Payments Platform (NRT 2.0 & ACS Checkout) — Airtel (African Opcos)

- Integrated critical telecom APIs for mobile wallet and micro-loan features, which contributed to a 55-60% increase in regional revenue.
- Engineered and implemented robust error handling and fallback logic across APIs, significantly boosting checkout conversion rates and transaction reliability.
- Collaborated with cross-functional teams (product, QA, business) to successfully roll out new features with a focus on stability and minimal post-release issues.
- Delivered scalable features for hybrid wallets and secure loan integration, validating backend logic to ensure payment reliability at scale.

## EDUCATION

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### B.Tech – Computer Science and Engineering

K L University

CGPA: 8.21

2019 – 2023

## ACHIEVEMENTS & AWARDS

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- Best Employee Award (Comviva + Client) for exceptional reliability and consistent delivery in a demanding production environment.
- Received Multiple ACE Cards for demonstrated ownership, teamwork, and leadership within high-stakes, cross-functional projects.