

GAURAV UPADHYAY

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SUMMARY

Pursuing a full-time role in full-stack or backend development, bringing over 2.5 years of experience in backend engineering and mobile development. Strong expertise in design, coding, agile methodology, software testing, collaboration, and API/web services, with proficiency in Java, Kotlin, Swift, JavaScript, and Node.js to deliver impactful and innovative solutions.

EXPERIENCE

Amazon Web Services

Seattle, WA

Software Development Engineer

July 2022 - Present

- Created over **12 new APIs** and enhanced app functionality with new microservices, increasing **customer retention by 43%** by architecting and developing backend solutions for the **AWS Console Mobile App**
- Collaborated with multiple teams to source and integrate comprehensive services and recent data, leading the development of a new and improved **Services page API**. This effort increased the number of services displayed from **23 to 35** and boosted iOS and Android customer traffic by **93.6%** and **83% over 5 months**
- Improved the latency of **30 SDK-integrated APIs** reducing the time taken to load information on the app to average **800 milliseconds** from average 3.3 seconds
- Launched the **Universal Linking** feature for seamless navigation to AWS resources within the app, resulting in an **88.2%** increase in iOS and a **94.4%** increase on Android customer traffic **over 2 months**, driving higher Monthly Active Users (**MAU**)
- **Mentored** new Software Development Engineer within the team, providing **comprehensive guidance** on task management and facilitating a smooth onboarding process to AWS services to ensure successful integration and optimal performance

Stanley Law Offices

Syracuse, NY

Software System Analyst

June 2021 - June 2022

- Reduced **security incidents by 30%** by collaborating with senior partners on IT security planning and sustainment tasks, cutting **response times by 50%**, improving compliance, maintaining client trust, and strengthening overall operational security
- **Troubleshoot** and **resolved** operational and technical issues, assessing business impact and identifying root causes to facilitate timely remediation, reducing **system downtime by 25%** and ensuring faster recovery from failures
- Published **10 weekly reports** for critical deadlines, reducing last-minute escalations for **3 projects** and improving overall project completion rates to ensure timely actions

TECHNICAL SKILLS

Programming: Java, Kotlin, Python, C++, Ruby, Swift

Web Development: JavaScript, Typescript, MongoDB, Node.js, jQuery, HTML/CSS, MySQL, Cucumber

Tools: Linux, Android Studio, Git, Xcode

PROJECTS

Gen AI based Oncall Summary Report

- Leveraged AWS's **Gen AI Claude 3.5 Sonnet on AWS** along with **Python**, along with internal ticketing tools, to automate the creation of weekly reports, reducing manual reporting time by an average of **2 dev hours per week** and improving data accuracy
- Minimized oversight gaps by an average of **3 tickets per oncall** through the integration of key statistics on incoming, resolved, and open tickets, leveraging Amazon's internal systems to enhance **tracking** and **operational efficiency**

ExpenseEdge

- Increased **user productivity by 40%** by implementing a cross-platform mobile app using **Kotlin** (Android) and **Swift** (iOS) that enables users to track expenses in real-time, sync data seamlessly across devices, and generate detailed spending reports
- Implemented **REST APIs** in **Java**, deployed on **AWS EC2** with **AWS RDS** for database management, providing secure, scalable data handling that improved **data processing speed by 50%**

EDUCATION

Master's of Science in Cybersecurity and Computer Science, Syracuse University

May 2022

Bachelor's of Engineering in Computer Science, Pune University

June 2020