

Mariappan J *Backend Developer*

📞 9786161674

🌐 mariappan-jayapal

✉ mariappanj203@gmail.com

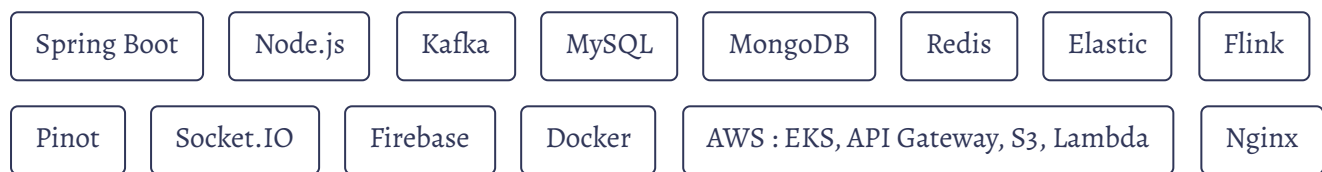
🔑 Mariappan1717120

📍 Rajapalayam , Tamil Nadu



Experienced Software Developer with **3 years** in backend development, cloud migration, and AI integration. Currently enhancing performance and stability at Gupshup.

</> Skills



📁 Professional Experience

Gupshup, Software Engineer 2

08/2022 – present

- Contributed to Azure-to-AWS migration, optimized infrastructure with AWS managed services (MSK, Aurora, Memory DB, DocumentDB), resulting in significant performance improvements validated through load testing.
- Improved system stability through tasks such as bulk Kafka event consumption, Elasticsearch bulk insertion, write-through caching, and code optimization.
- Enabled agent-customer voice communication with Knowlarity telephony API.

Onedirect, Software Engineer 1

03/2021 – 07/2022

- Designed a Bot Analytics Product from scratch, utilizing Pinot for OLAP, Kafka Streams for aggregation, and Sink connectors to enhance brand utilization of the chatbot product.
- Integrated Line, Viber, WhatsApp, and Facebook channels for nationwide brand expansion, enabling real-time updates with Firebase and notifications via Socket.io. Also, created a Webhook-based campaign triggering system for template message delivery.
- Implemented chatbot features like API calls, agent chat transfers, and introduced the Supervisor role with JWT token authentication for improved security.

🎓 Education

B.E. Computer Science and Engineering

2017 – 2021 | Coimbatore, Tamil Nadu

Government College of Technology , Coimbatore

🏆 Awards

Best Performer Award, Onedirect

05/2022

Gupshup Innovation Award, Gupshup

12/2022

Academic Award, GCT

10/2018