SHASHANK R

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PROFESSIONAL SUMMARY

Backend Developer with **~3 years of experience** (internship + full-time) building and scaling API testing infrastructure for **ManageEngine ServiceDesk Plus Cloud**, a SaaS product used by thousands of enterprises. Core contributor to the internal framework that executes **70K+ API cases daily for 350+ engineers**, cutting test cycles from **24+ hrs to 12–15 hrs** and enabling faster, more reliable releases. Skilled in **Java, PostgreSQL, Docker, and CI/CD (Jenkins)** with a track record of delivering features end-to-end — from requirements gathering to production deployment — in a lean, high-impact **team of 5**.

WORK EXPERIENCE

Member of Technical Staff , Zoho Corporation   **Jul 2023 - Present**

- Scaled the API testing framework used by **350+ engineers**, increasing test execution capacity to **70K+ API cases daily** and cutting turnaround from **24+ hrs to 12–15 hrs**, directly accelerating release cycles for ServiceDesk Plus Cloud.
- Integrated the framework with **CI/CD pipelines (Jenkins, Docker)**, automating build validation and creating a mandatory release checkpoint that improved stability and reduced release-blocking issues.
- Optimized **PostgreSQL** performance through schema redesign and query tuning, enabling concurrent test runs for hundreds of engineers without downtime.
- Spearheaded **end-to-end feature delivery**, from gathering requirements with QA and Dev teams to deployment and production reliability, ensuring smooth adoption across all stakeholders.
- Mentored peers on the in-house ORM (Mario ORM), cutting onboarding time by ~50% and improving query consistency across the team.

Developer Intern, Zoho Corporation   **Jul 2022 - Jun 2023**

- Contributed to the same API testing framework later owned as MTS. Key work included dockerizing dev/test environments (**cutting setup time from few hours to minutes**), and fixing backend bugs to improve framework stability during daily **70K+ test runs**.

EDUCATION

Bachelor of Engineering - Computer Science   **Aug 2019 - Apr 2023**
Sri Krishna College of Engineering and Technology   CGPA: 9.04

ADDITIONAL INFORMATION

- **Languages:** Java, SQL, HTML, CSS, JavaScript
- **Databases:** PostgreSQL (Advanced)
- **API Development:** RESTful APIs, Postman
- **DevOps & Infrastructure:** Docker, Jenkins (CI/CD), Linux (Ubuntu, Debian)
- **Version Control:** Mercurial (Hg), Git (basic familiarity)
- **Testing & Automation:** Selenium (Test automation), API testcase automation.