AMBIKA PRASAD PARIDA

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portfolio | LinkedIn | GitHub | HackerRank

PROFESSIONAL SUMMARY

Results-driven Backend Developer with 2.5+ years of experience specializing in designing and deploying high-performance, scalable microservices and RESTful APIs using Java and Spring Boot. Proven expertise in automating complex IVR/CRM workflows and securing seamless third-party integrations (Banking APIs, HL7/ASTM). Delivered cloud-native solutions on AWS, improving system efficiency by 30% and reducing operational overhead by 50%. A collaborative team player adept at leading projects and mentoring junior engineers.

TECHNICAL SKILLS

- Languages: Java 8/11/17, Python, SQL
- Frameworks & Libraries: Spring Boot, Spring MVC, Spring Data JPA, Hibernate, JUnit, Mockito
- Architecture & Concepts: Microservices, RESTful APIs, SOAP, Webhooks, Design Patterns
- Cloud & DevOps: AWS (EC2, ECS, S3, RDS, Lambda, SQS, CloudWatch), Docker, Jenkins, CI/CD, Linux
- Databases: MySQL, SQL Query Optimization, Database Design
- Tools & Protocols: Maven, Git, Postman, HL7, ASTM, SSL/TLS

PROFESSIONAL EXPERIENCE

Software Engineer | Ikontel Solutions Pvt. Ltd., Bangalore
Feb 2023 – Present

- Engineered and deployed 10+ scalable microservices using Spring Boot and AWS (ECS, RDS, SQS), enhancing system modularity and reducing API response time by 20%.
- Automated IVR and CRM workflows by developing 15+ robust REST APIs, reducing manual effort by 50% and accelerating customer query resolution by 30%.
- Spearheaded backend integrations for major banking clients (Tata Capital, Yes Bank):
  - Developed a secure Java service for Yes Bank to transmit real-time click-to-call transaction statuses. Implemented mutual SSL authentication (mTLS) with embedded client certificates and private keys, ensuring secure communication from a whitelisted IP, achieving 99.9% data consistency.
  - Built a Python-based automation service for Tata Capital that analyses call dispositions (PTP/RTP), triggers dynamic WhatsApp/SMS payment workflows, and processes webhook callbacks, improving payment collection efficiency.
- Integrated 20+ diagnostic laboratory machines with LIS software via HL7/ASTM protocols, reducing data entry errors by 60% and ensuring compliance.
- Improved system reliability by implementing advanced exception handling and logging, reducing production downtime by 15%.
- Mentored and led a team of 4 junior developers, improving team productivity and project delivery speed by 20%.

PROJECTS

Unified Communications Portal for Automated Customer Engagement
Spring Boot, AWS (ECS, RDS, S3, SQS, Lambda, CloudWatch), MySQL, REST APIs

- Architected a consolidated Spring Boot portal to replace 3 disparate systems, eliminating context-switching and improving agent productivity by 25%.
- Automated end-to-end call workflows by orchestrating external APIs for initiation, AI-powered summarization, and disposition logging.
- Implemented real-time status tracking using secure webhooks and efficient polling mechanisms.
- Deployed on a scalable AWS infrastructure, handling 10,000+ transactions daily with CloudWatch monitoring.

Banking Customer Journey Automation Engine
Spring Boot, Python, Hibernate, MySQL, SSL/TLS
- Designed the backend engine for a multi-channel (IVR, SMS, WhatsApp) customer journey platform, directly contributing to the acquisition of 1 new banking client.
- Developed a Python service to automate post-call logic, determine customer intent, and initiate personalized communication sequences, reducing manual follow-up by 70%.
- Built a secure API gateway with mTLS for real-time data synchronization with client banking systems, ensuring 99.9% data accuracy.

Scalable IVR System for Power Discom (TPWODL, TPCODL)
Java, AWS EC2, MySQL
- Developed a multi-tenant IVR system handling customer queries for numerous power units, increasing customer service efficiency by 20%.
- Optimized call flows and database queries, reducing average complaint resolution time by 15%.

EDUCATION

B. Tech
Gandhi Engineering College | 2017 – 2021 | [CGPA - 8.12]

ACHIEVEMENTS & CERTIFICATIONS
- 5-Star Gold Badge in Java and SQL on HackerRank
- Certifications in Java, SQL, and JavaScript Proficiency