

## AMBIKA PRASAD PARIDA

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### SUMMARY

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 with major banking clients and diagnostic labs. Delivered cloud-native solutions on AWS, improving system efficiency and reducing operational overhead. Experienced in team leadership and system integration.

### EDUCATION

Gandhi Engineering College  
Bachelor of Technology

2017 – 2021  
(CGPA: 8.12)

### TECHNICAL SKILLS

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

### PROFESSIONAL EXPERIENCE

#### Software Engineer

Ikontel Solutions Pvt. Ltd., Bangalore

Feb 2023 – Present

- Developed 10+ microservices using Spring Boot, reducing API response time by 20%
- Built 15+ REST APIs to automate IVR/CRM workflows, cutting manual effort by 50%
- Integrated banking systems for Yes Bank and Tata Capital using mTLS security
- Connected 20+ lab machines via HL7/ASTM protocols, decreasing data errors by 60%
- Implemented error handling mechanisms, reducing system downtime by 15%
- Mentored 4 junior developers, increasing team productivity by 20%

### PROJECTS

#### Unified Communications Portal for Automated Customer Engagement

*Spring Boot, AWS (ECS, RDS, S3, SQS), MySQL*

- 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.
- Deployed on a scalable AWS infrastructure, handling 10,000+ transactions daily with CloudWatch monitoring.

## **Banking Customer Journey Automation Engine**

*Spring Boot, Python, Hibernate, MySQL*

- Designed the backend engine for a multi-channel (IVR, SMS, WhatsApp) customer journey platform, directly contributing to the acquisition of a new banking client.
- Developed a Python service to automate post-call logic 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**

- Built multi-tenant IVR system handling customer queries for power units
- Optimized call flows and database queries, reducing resolution time by 15%
- Improved customer service efficiency by 20%

## **ACHIEVEMENTS & CERTIFICATIONS**

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