

ANISH OSWAL

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EDUCATION

Master of Science in Computer Science

Arizona State University, Tempe, AZ

May 2021

GPA: 3.74/4

Relevant Coursework: Data Mining, Info Assurance & Security, Distributed Database Systems, Data Visualization

Bachelor of Engineering in Computer Engineering

Savitribai Phule Pune University, Pune, India

May 2019

GPA: 8.82/10

Relevant Coursework: High Performance Computing, Cloud Computing, Data Analysis, Advanced Data Structures, Software Engineering & Project Management, Soft Computing & Optimization Algorithms, Software Modeling & Design

TECHNICAL SKILLS

Programming: Java, Python, C++, C, JavaScript, HTML5, CSS, Bootstrap

Technologies & Certifications: AWS, WordPress, Git, Docker, Selenium, SpringBoot, Lombok, Agile, Scrum, TDD, CI/CD

Databases: PostgreSQL, MySQL, MongoDB

Certifications: MTA - Security Fundamentals: Microsoft, C Programming: SEED Infotech

WORK EXPERIENCE

Software Development Engineer II - Amazon, USA

June 2024 - Present

Alexa Engagement and Revenue Optimization (AERO)

- Contributed to the launch of Alexa+, onboarding internal clients & tailoring runtime features to meet specific client requirements.
- Assisted in building the Alexa next-gen Autonomous Agent (AAA) Framework, enabling AI-driven task automation across scheduling, shopping, and home services through modular architecture, intelligent planning, and proactive event handling.
- Enhanced telemetry and debugging through comprehensive content lifecycle tracking and customer experience funnels, significantly accelerating issue diagnosis and resolution.
- Owned critical JDK 17 migration, systematically addressing compatibility challenges across diverse packages, ensuring seamless transition & robust system stability.

Software Development Engineer I - Amazon, USA

June 2023 - June 2024

Alexa Engagement and Revenue Optimization (AERO)

- Implemented content delivery guardrails & telemetry solutions, refining global content distribution & lifecycle management.
- Successfully adapted AERO's systems during extensive API contract migrations, ensuring robust, future-proof integration through strategic cross-team collaboration.
- Mentored interns, effectively transitioning them into productive full-time engineers through structured guidance & skill-building.
- Identified and optimized operational inefficiencies, enhancing data accuracy, and enabling proactive resolution of recurrent issues.

Software Development Engineer I - Amazon, USA

May 2022 - June 2023

Alexa Content Injection Frameworks (CIF) / Alexa Suggestions

- Drove a 60% reduction in infrastructure costs through load and stress testing optimizations, significantly improving service performance and cost efficiency.
- Engineered key customer-facing features including blocking upsells during audio/media playback, "Stop, By the Way" and onboarding Customer Perceived Defect Rate (CPDR) scoring, leading to reduced negative customer experiences.
- Led operational improvements by reducing service tickets, hosting reviews, launching an escalation tracker bot, building an ops stats dashboard for metrics tracking, and using automation to triage and detect recurring issues.
- Acted as the primary front line for customer escalations, ensuring system availability & scalability during high-impact incidents.
- Spearheaded a resolution for conflicting cross-team experiences (NOVA/VCIF) by proposing a dual-request solution and aligning product direction through direct PM negotiations, leading to a successful launch.

Developer Support Engineer I - Amazon Web Services, USA

Jul 2021 - April 2022

- Worked on resolving and maintaining AWS SDKs for Java, CLI and Python (boto3).
- Resolved AWS SDK issues while collaborating across teams & gaining hands-on experience with a wide range of AWS services.

Software Engineer - Arizona State University, USA | [3DConcrete](#) | [TOMNET](#) | [SSEBE](#)

Dec 2019 - May 2021

- Teamed up with teams across various departments to engineer and document source code in Java and Python.
- Developed, redesigned, and managed Arizona State University websites from scratch using WordPress, HTML, CSS & JavaScript.

Software Engineer Intern - A.B. Enterprises, India

Apr 2017 - Mar 2018

- Implemented & deployed a Inventory Management & Sales Analysis Software using Java, Python and MySQL.
- Attained 20% increased work productivity & profits from the introduction of management software for the company.

PROJECTS

Software Development for Laser Marking Machines

Fall 2018 - Spring 2019

- Assembled 3 modules: Automation of laser marking jobs, camera orientation & image correction, & real-time error detection into a desktop software for automating the laser marking machines at Suresh Indu Lasers Pvt. Ltd.
- Built the software using C#, Java, VS19, Python & also published a paper in an *International Journal (IJIRSET)*.