Deepan Patel

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TECHNICAL SKILLS

Languages: Python, Java, Golang (Go), C++ , JavaScript, TypeScript, Dart
Frameworks: Express.js, Spring Boot, Node.js, Next.js, React, Vue.js, Meteor.js, Flutter
Tools:: Git, Docker, CMake, Jenkins, Kubernetes, Linux, Postman
Databases and Cloud: MongoDB, Cassandra, Db2, Firebase, AWS, Azure

EXPERIENCE

Software Engineer — May 2023 – Dec 2025
IBM Canada — *Markham, ON*

- Debugged IBM Sterling Order Management System (OMS) SaaS deployment pipelines, optimize database performance with **SQL** tuning, perform root cause analysis across production and hybrid cloud environments, and collaborate in **agile scrums**.
- Developed deep expertise in the payment domain by authoring and maintaining multiple internal **runbooks** and collaborating closely with cross-functional teams on new features and enhancements.
- Created comprehensive, client-facing Must-Gather guides for payment-related issues, improving time-to-resolution by over 20% across the domain.
- Implemented and supported multiple payment integrations including: credit cards, gift cards, and PayPal within OMS, to enable more effective troubleshooting and faster issue resolution.
- Utilized **Kubernetes** and **Docker** to containerize and deploy IBM OMS for on-premise customers, improving scalability, reliability, and deployment consistency.
- Developed and maintained a full-stack internal shift scheduling platform using **Meteor.js** and **MongoDB**, supporting 250+ global IBM employees; led code reviews and CI/CD migration from **Travis** to **Jenkins**, improving reliability and efficiency of scheduling operations.
- Engineered a **RESTful** microservice using **Spring Boot** to modernize legacy standalone **Java** code, enabling automated scheduling workflows used daily by regional teams and improving coordination and operational efficiency.
- Designed and implemented proactive alerting policies and monitoring for live customer production environments using IBM **Instana**, tracking CPU utilization, JVM heap usage, and application error rates, with real-time alerts integrated into Slack for L2 operations teams to enable rapid incident response.

PROJECTS

IBM Pepper the Robot | *Go, JavaScript, Remix, WatsonX* ⧉

- Participated in a 7-month IBM Jumpstart Program, where I led development of a robot-driven employee engagement and wellness solution to support return-to-office initiatives.
- Built and deployed a full-stack application using **Remix** (frontend), **Go** (backend), and **IBM Watsonx** for sentiment analysis, enabling hands-free interaction via Pepper's tablet and delivering data-driven product improvements.
- Presented the solution to IBM board directors, earned the People's Choice Award, and helped position the project for enterprise-wide scalability based on successful Client Zero testing and user feedback.

Easy Eng | *TypeScript, Next.js, Postgres, Vercel* ⧉

- Led the development of easyeng.ca, a STEM eLearning platform for youth, delivering a full-stack web application used by 100+ students.
- Built the platform with **React**, **TypeScript**, and **Next.js 14**, using **Supabase** for authentication and data storage and Resend for automated React-based notification emails to boost user engagement.
- Worked in an Agile environment across sprint planning, stand-ups, and retrospectives, and set up **Vercel** for CI/CD integration with support for multiple environments (dev, QA, prod) to enable reliable testing and scalable releases.

EDUCATION

Ontario Tech University — *Oshawa, ON*
Bachelor of Science (Honours) in Computer Science