

Dinesh Kumar Subramanian

Software Engineering Manager

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SUMMARY

A seasoned Technical Leader with extensive experience designing and developing systems and leading teams on enterprise software development projects, helping to drive software engineering strategies, standards and guidelines at enterprise level. Engineering business critical technology solutions through the application of software programming, quality management, data management, machine learning and big data analysis as well as ensuring robust engineering practices for solution planning, technology development, deployment, release, hyper-care and operation of technology solution.

Leverage my expert skills in technology stacks to enable the business to solve complex analytical problems in areas like planning, commerce, customer experience and operations. Project lead professional skilled in Conversational Design, Bots, AI, Digital Personal Assistants and Data Science. Passionate about building customer facing products where sophisticated technology stays behind the scene to light up magical end user experiences.

Specific areas of interest/ expertise include conversational agents, bots, Nodejs/Reactjs based web applications and making sense of data using advanced analytics, data mining, machine learning, data visualization and statistics. Focused primarily on commerce, customer experience and conversational experiences as well as Bot Framework in the most recent 3+ year. Love to go deep on complex problem spaces, simplify core technology pieces, stitch together seamless experiences that make great products.

Over 12+ total years of professional experience in the software industry with 5+ in leading developments teams building microservices based application and 3+ years in developing chatbot. Shipped over 10+ web application products that impact millions of users which includes Business to Business and Business to Customer.

OPERATIONAL SKILLS

- I lead through collaboration and influence rather than decree or direction.*
- I provide strategic direction about where the team is going and understand how to parallel this with what the customer/business is expecting.*
- Manage the performance and career development of my team of engineers, and own significant parts of project that require design, architecture, and coding.*
- Participate with senior management in developing a long-term technology roadmap.*
- Being a role model and professional coach for engineers with a strong bias for action and focus on software craftsmanship.*
- Working with peers across teams to support and leverage a shared technical stack.*
- Manage teams to scale distributed applications, make architectural trade-offs applying synchronous and asynchronous design patterns, review code, and deliver with speediness and quality.*
- Lead technical design and build for complex solutions across teams.*
- Carry out effective design reviews to ensure that the right architecture patterns are used by engineering teams.*
- Use expert knowledge of the technical stack and design principles for the components in the technology area to solve complex business issues.*

- Represent software engineering in cross business area initiatives.
- Automation, agile testing practices, lean software development, test driven development, timely root cause analysis and blameless incident post-mortems.
- Help define and refine the software and data engineering playbooks for use by relevant people in Technology.
- Lead discovery phase of medium to large projects to come up with high level design, partnering with cross-functional teams.
- Drive proof-of-concepts and implementing prototypes to validate ideas.
- Investigate, debug and fix complex issues involving corner cases and rare conditions.
- Drive built in quality in engineering teams in collaboration with end to end quality assurance.
- Mentor and coach junior engineers on write good code and debug complex cases.
- Teach and help developers test their code better and influence developers to write tests and review their work.
- Develop tools and practices to improve delivery quality of technology solutions and productivity of engineers.
- Develop optimal technical design and high-quality code for technology products that passes the QA requirements and is production deployment ready.
- Carry out functional, non-functional and performance testing in using appropriate automation tools.
- Set up, configure, monitor and manage technology platforms, tools and libraries for enterprise software, machine learning and artificial intelligence in line with the approved technology architecture.
- Measure and monitor engineering metrics that enable agility, scalability, data quality and reliability of technology solutions across the enterprise.
- Corrective, adaptive, preventative and perfective maintenance of products with support from environment management, service management, infrastructure management and cyber security.
- Provided technical direction to the team members, worked closely with the Program Engineers (PEs) and Program Managers (PMs), planned software staffing and product development

PROGRAMMING SKILLS

Languages	Node.js, React.js, C#, .NET Core, Typescript, Javascript, Python, Java
NOSQL platforms	Couchbase, MongoDB
Frameworks/ Libraries	Microsoft Bot Framework, Botium, Next.js, Django Restframework
Development Tools	Microsoft Bot Composer, Tridion, Openshift, Jenkins, Kibana, GIT, App Dynamics, Splunk, SonarQube, Shiftleft, Testrail
NLU Tools	Dialogflow, IBM Watson, QnA Maker, QBox

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EXPERIENCE

Company Name: **Emirates, Dubai**

October, 2012 – Present

Role: Software Engineering Manager

Project: Emirates Virtual Assistance

Software lead for design/development of a new conversational chatbot, structured as a platform of service providing solution to multiple use-cases and embedded multiple sources of chat based system.

Stack: Nodejs, typescript, Twelve-Factor App microservices architecture, Microsoft Bot Framework, Dialogflow, Microsoft QnAMaker, Genesys, QBox, Botium, Gatling, Ngnix, Tridion, Dockerization, Openshift, Jenkins, Chatbase, Dashbot, AWS cloud.

Project: Skywards ReArch & Skywards Plus

Led the software development for the Skywards Redesign project converting monolithic web application to Node.js/React.js based microservices web application, as well as various backend system integration work throughout the project and Skywards Plus, a subscriptions based value added service project having integration with multiple backend systems. An adjective revenue generated and highly awarded project.

Stack: Nodejs, Reactjs, microservices architecture, Tridion, Dockerization, Openshift, Jenkins, AWS cloud.

Project: Emirates.com ReArch

Generated monthly metrics reports for Engineering's Operational Reviews and building Engineering Excellence Reports which helped implement Council initiatives. Served as one of the Lead Software Engineering point of contact to the Microservices based re-architecture program. Building emirates.com home page by using SPA technologies

Stack: Nodejs / Handlebars, Responsive Design, Microservices architecture, Dockerization, Openshift, Jenkins, AWS cloud.

Project: Emirates.com Chat

Looked for and implemented ways to improve legacy code on old platform. Researched and helped to architect the front-end of new platform using MVC. Trained and assisted the optimization team in the correct use of platform and technologies, to ensure appropriate use for A/B testing Assisted with vendor onboarding and management. Worked with team to move from manual unit testing, towards automated unit test.

Stack: .Net, MVC, Genesys GC+ platform, JavaScript.

Achievements:

Mar 2020	Najm Appreciation	" Your dedication and commitment to a high quality deliverable for the go-live of the new Chat Widget version on Emirates.com is highly appreciated. Keep up the good work! "
Oct 2019	Merit Najm	" Appreciate Dinesh for his contribution to the project, For Book & Manage Redesign, though officially in the VA project, He is contributing to multiple

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		<i>project, Your jovial and ever ready work attitude among your peers have been wonderful. "</i>
<i>Mar 2016</i>	<i>Silver Najm</i>	<i>" In recognition of your outstanding efforts in the delivery of web chat for emirates.com. This highly efficient product incorporates the latest technology standards, and has strengthened customer service for the Emirates "</i>
<i>Feb 2016</i>	<i>Najm Appreciation</i>	<i>" In recognition of team effort for the successful implementation of MEDA/MEDIF automation procedure on Emirates.com. "</i>

Company Name: **NIIT Technologies Ltd, Bangalore**

April, 2011 – October, 2012

Role: Technical Analyst

Project: DeAgostini Curve Manager and Nodus

A data dictionary application for importing and managing material information with implemented connection with Curve Manager and Nodus application on DeAgostini. Application environment used across the world, based on the Citrix. This entire application is a report generating system, which is involved in generating used defined reports based on the formats. Involved in project support the maintenance phase for on live application. Debugging and escalating, bug finding in the application both in VB.NET Code and in Oracle Stored Procedures and Functions. Prepare formula explanatory documents using excel.

Project: DeAgostini Web Report

Design and develop reports based, using third party tool 'spreadsheetgear' for displaying reports in a preformatted excel sheets. Group processing report generator tool working as windows service, which fetches data from a CSV text file inserts into database and fills report into the excel template. The GRP App is the web application that gives and GUI for the user to generate or regenerate the packs and download the report. Involved in project support the maintenance phase for on live application. Design and develop reports based, using third party tool 'spreadsheetgear' for displaying reports in a preformatted excel sheets. Web application that involves user registration and displays the details of the account to the user. This GUI is linked to various other applications of other DeAgostini sites. Involved in project support the maintenance phase for on live application, major changes done for incorporating master pages.

Company Name: **Experis IT, Kolkata**

March, 2009 – April, 2011

Role: Senior Software Developer

Project: NRMA Safer Driving School

Safer Driving School Systems is a web oriented software package developed for NRMA (National Roads and Motorists' Association Limited, Australia). The Safer Driving School System is used to manage the applicants for learning driving and applying for license. This is a total application controlled by different modules under

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NRMA, i.e. Franchisee, Instructor, Operators (NRMA Help Line Operators), Customers and the Administrators. Package hours and availability of the instructors under school for the searched duration by a customer is determined under the post code provided by the customer, and the availability provides different options to select the lesson and book the same using various payment options.

Project: IFB CRM

IFB CRM application is customer relationship management handled by the client in its various modules right from the Callcenter, Franchisee, Branch, Region, Factory, and Corporate & Admin. Also this system had contained the inventory management.

Company Name: **GeoEdge Technologies, Coimbatore**

October, 2008 – February, 2009

Role: Software Engineer

Project: ActiveTrack

The ActiveTrack web application is a, web based logistics controlling application designed and developed as a product of the company to control its logistics in India. This application held various objects like receiving GPS positioning information of the vehicles monitored using the ActiveTrack GPS Devices and update current information in the system.

This application also included various windows application that were used to update database on basis of the records received from the positioning device, and also include map integration in the application, Google Map and GeoEdge Maps were used in the application to display current location of the vehicle and moving information.

Project: ActiveFleet

Involved in design and development of ActiveTrack a fleet track application used over India for tracking of vehicles. Created a windows service (GPSFileCollector) as a major base of the ActiveTrack application. Implemented Ajax based vehicle tracking on Google Map.

Created UDF's and SQL Server Agent Jobs in SQL Server 2005. Text based report on collected GPS data. Used Pythagoras theorem in SQL query to return nearest landmark in the map based on Latitude and Longitude.

Company Name: **Designz India, Coimbatore**

April, 2008 – October, 2008

Role: Software Developer

Project: Ningoo

The Ningoo is a web application for searching address across the database. The input to the system was based on the online advertisers and firms those who register their firm and their products and also relate these with the keywords appropriate to the product or service. This web application was used by TIIC (Taminadu Industrial Investments Corporation, Chennai). .

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Company Name: **Aliment Software Technologies, Bangalore**

October, 2007 – April, 2008

Role: Software Developer

Project: Johncrane GemBox Reporting

Involved in design and development of application and actively partied in requirement analysis. Implemented excel reporting into a preformatted excel file using a third party component GemBox. Used SQL Server reporting service to generate text file reports for uploading into SAP.

EDUCATION

Master of Computer Applications (MCA)	Bharathiar University, Coimbatore	2007
Bachelor of Science – Computer Science (BSc. CS)	Bharathiar University, Coimbatore	2004

CERTIFICATES

- AWS Certified Developer Associate
- IBM Data Science Orientation