

Divya Ramesha

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SUMMARY

Software Development Engineer with 4+ years of experience in building highly scalable, reliable and distributed software. Skilled in Product Development, Web Technologies, Microservices, Cloud Infrastructure, DevOps and Database Systems.

EDUCATION

- **University of Southern California** *Los Angeles, CA*
MS in Computer Science; GPA: 3.61/4 *Aug 2018 - May 2020*
- **BMS College of Engineering** *Bangalore, KA*
BE in Computer Science; GPA: 9.56/10 *Aug 2011 - Jul 2015*

EXPERIENCE

- **Amazon** *Seattle, WA*
Software Development Engineer I *Jul 2020 - Present*
 - Part of Buyer Risk Prevention organization in Amazon preserving trust with every customer, every transaction, every second making Amazon the safest and most trusted place on Earth.
 - Design and Build high-performance systems and software tools that protect all of Amazon's businesses and services from fraud and abuse.
- **Saviynt** *Los Angeles, CA*
Software Engineering Intern *Jan 2020 - May 2020*
 - Designed and Developed a framework to restart application servers in a rolling fashion with high availability using AWS lambda functions increasing team productivity by 15%.
 - Developed core services to enhance Cloud Security and Identity Governance Solutions and provide analytics for it.
- **ServiceNow** *San Diego, CA*
Software Engineering Intern *May 2019 - Aug 2019*
 - Worked on the development of on-demand Platform as a Service using Docker, delivering ServiceNow BMD2 operating systems as containerized microservices.
 - Implemented LDAP authentication & deployed on production level Apache WSGI server to support scaling.
- **University of Southern California** *Los Angeles, CA*
Graduate Teaching Assistant - Software Design and Optimization *Jan 2019 - Apr 2019*
 - Helped Professor in preparing course material & grading. Held Office hours and clarified student doubts.
- **Sprinklr** *Bangalore, KA*
Senior Software Engineer *May 2017 - Jul 2018*
 - Mentored 6 hires in development of skills and technologies required and oversaw their progress.
 - Designed and Developed more than 10 modules in an internal web application with innovative, highly performant features helping reduce operational cost by 20%.
 - Architected Sprinklr secret storage system using HashiCorp Vault and Consul to accomplish key management across 5000+ servers in a secure, limited and audited manner.
- *Software Engineer* *Jul 2015 - May 2017*
 - Developed a web portal to monitor all critical changes taking place across 5000+ servers at real time.
 - Implemented a Cost Dashboard to give granular details of cost allocation for 1400+ Sprinklr partners worldwide.
 - Maximised Support team throughput by integrating JIRA and Zendesk in a single web portal with over 20 features to perform all required tasks improving communication and ticket turnover rate by 7%.
 - Awarded *Employee of the year - 2016*, Technology Operations Team, Sprinklr.
- *Software Engineering Intern* *Mar 2015 - May 2015*
 - Proposed and built multiple data visualization components for 100+ metrics collected from influxdb, graylog, sensu and cloudwatch.

TECHNICAL SKILLS

- **Databases:** MySQL, MongoDB, Elasticsearch, PostgreSQL
- **Languages:** Java (Spring), Python, Perl, Bash/Shell Script, C, C++, C#, PHP, Ansible, Spark
- **Others:** AWS, Jenkins, Maven, Git, CI/CD, Docker, Kubernetes, Kibana, Sensu, Graylog, Kafka, Vault, Consul
- **Web Technologies:** JavaScript, jQuery, HTML, CSS, Bootstrap, XML, JSON, HTTP, Node.js, AngularJS, Rest API