SHIVAM PAL

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EXPERIENCE

American Express — Phoenix, AZ, USA
Software Development Engineer(SRE) — 09/2024 - Present

- Engineered migration from Splunk to ELF and integrating OpenTelemetry, boosting analytics, server health visibility by 34%.
- Crafted automation scripts for data encoding enhancing server uptime by 28%, slashed operational costs by 17%.
- Improved Scrum and Confluence activities, strengthening cross-team collaboration with MEM, Dev, and Production teams by 39% .

Arizona State University with Integrated Travel — Tempe, AZ, USA
Team Lead Analytics — 07/2024 - 09/2024

- Directed Net-Zero transit projects, integrating SQL, Python, and R for analytics, achieving a 16% increase in transport efficiency.
- Managed continental data, using ETL tools to align multi-source data, improving data accuracy by 22%.
- Engineered end to end data pipeline with Redshift data warehouse resulting in reduction operational costs by 15%.

Aramark — Tempe, AZ, USA
Operations Analyst — 01/2023 - 05/2024

- Migrated procurement systems to AWS, reducing costs by 26% and enhancing scalability via cash management and forecasting.
- Developed automated workflows in Workday, boosting efficiency by 27% by managing payables, receivables, and fixed assets.
- Integrated Salesforce CRM with cloud solutions, improving satisfaction rates by 31% through bank statement reporting.

Adani Edu. with MCMIT — CG, India
Device Usability Researcher — 01/2022 - 07/2022

- Led Node.js IoT platform project, boosting user engagement by 25% with analytics, UX upgrades and integrating WordPress.
- Fostered team agility and efficiency, reducing project delivery times by 33% through effective Agile practices.
- Increased participant response rates by 24% by implementing GCP analytics to refine and enhance feedback mechanisms.

Cognizant — TN, India
Programmer Analyst — 01/2021 - 12/2021

- Optimized financial data pipelines with Kafka and Spark, achieving a 12% reduction in processing latency.
- Enhanced Azure cloud scalability, leading to an 18% improvement in deployment efficiency with Kubernetes.
- Spearheaded a cross-functional team in a Healthcare Insurer Project, enhancing data processing by 20% with Spring Boot.
- Orchestrated a robust testing framework with Selenium & Spring Boot, improving code reliability and operational efficiency by 32%.

SKILLS

Development Tools	Python, Java, SQL, C++, JavaScript, Scala, PHP, R, React, Angular, Django, Flask, Spring Boot, Node.js, Go.
Data & Cloud	AWS, Hydra, GCP, Azure, Splunk, NoSQL, ELF, MongoDB, Docker, Kubernetes, OTEL, Terraform,Jenkins, CI/CD, BigQuery,Databricks, Hadoop, Spark, TensorFlow, Keras, Pandas, NumPy, Tableau, Power BI, Graph QL.
Certifications	CompTIA 2024 Security+, AWS 2024 Solutions Architect Associate, Oracle 2023 FA, IBM DSP.

PROJECTS

Galactic Guardians, ASU — 08/2023 - 11/2023

- Developed a multiplayer space game using Python and Pygame, improving performance by 35% and engagement by 42%.
- Implemented network communication with encryption, enhancing data transfer security by 51%.

E-Learning Platform, SRM — 05/2020 - 11/2020

- Upgraded Django backend performance and scalability by 30% with RESTful APIs and AWS integration.
- Reduced deployment cycles by 40% with Agile and CI/CD, boosting user engagement.

EDUCATION

M.S., Information Technology (Project Management), — 08/2022 - 05/2024
Ira A. Fulton Schools of Engineering, Arizona State University, AZ,USA — GPA: 4.00
Relevant Coursework: Info.System Development, Analyzing Big Data, ML/DL, Cloud & Computer Arch., and IoT.

B.Tech., Electronics and Communication Engineering, — 08/2017 - 05/2021
SRM Institute of Science and Technology, TN, India — GPA: 3.02
Relevant Coursework: Programming in C, Virtual Reality, VLSI Design, Network Protocols, Cryptography.