Firoz Alam

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EDUCATION

- **SRM Institute of Science and Technology** — Chennai, India
  Bachelor of Technology in Computer Science and Engineering; GPA: 8.8 — 2012 – 2016
  Key Courses: Programming, Operating Systems, AWS Cloud, Data Structures and Algorithms, Networking, Databases

TECHNICAL SKILLS

- **Languages**: Java 8, Python 3, JavaScript, SQL, HTML, CSS, JS, Shell Scripting

- **Cloud**: AWS (SAA-C03 Certified), Azure

- **Frameworks**: Spring Boot, React.js, Micro-Front end, Micro-services

- **Tools**: Docker, Git, Jenkins, MySQL, Oracle SQL

- **Platforms**: Linux, AWS, Azure

- **Software Architecture Skill**: SOLID Principles, System Design(HLD + LLD), Design Patterns

- **Soft Skills**: Team Leadership, Problem Solving, Public Speaking, Time Management

- **AWS Services**: EC2, Lambda, API Gateway, CloudFront, Route 53, S3, DynamoDB, Timestream, SQS, SNS, Step Functions, IoT Core, IAM, Cognito, KMS, ACM, SSM, Control Tower, CloudWatch, CloudTrail, CloudFormation, CDK

PROFESSIONAL EXPERIENCE

- **PTG** — Hyderabad, India
  Senior Software Developer — Jul 2022 – Present
  - Designed and implemented a serverless data processing pipeline using **AWS Step Functions, Lambda, and S3**, enabling scalable telemetry data processing.
  - Built ETL workflows with **Lambda + DynamoDB**, and integrated **SNS/SQS** for asynchronous event-driven communication.
  - Developed a secure authentication flow with **AWS Cognito + Azure AD**, including admin-approved sign-ups.
  - Automated SSH/TLS certificate provisioning with **OpenSSL and ssh-keygen**, supporting zero-touch device onboarding.
  - Improved maintainability by designing reusable L3 constructs and dynamic configuration properties, accelerating customer onboarding.
  - Enhanced observability with **CloudTrail and CloudWatch**, improving debugging and reliability.

- **Amdocs** — Pune, India
  Software Developer — Jun 2021 – Jul 2022
  - Developed and optimized REST APIs using **Java + Spring Boot**, improving scalability for order management and revenue tracking systems.
  - Led design reviews for high-level APIs to ensure compliance with business requirements.
  - Managed deployments, debugging, and UAT support in production-critical environments.
  - Technologies: Java 1.8, Spring Boot, REST API, Microservices, Oracle SQL, Jenkins, Perforce.

- **Cognizant Technology Solutions** — Kolkata, India
  Associate — Jun 2016 – Jun 2021
  - Developed and maintained APIs for **MetLife's Enterprise Producer Application (EPI)**, integrating multiple upstream/downstream systems.
  - Built backend services to manage producer and franchise data with **Java + DB2**.
  - Automated deployments, monitoring, and job scheduling with **UrbanCode, IBM Workload Scheduler, AppDynamics**.
  - Tools: Java, JSP, Hibernate, DB2, SQL, PL/SQL, JavaScript, ServiceNow.

Projects

- **Facebook Clone (Full Stack)**: Developed a social media platform with authentication, news feed, chat, and profile management.
  Technologies: Java (Spring Boot), React.js, WebSockets, Firebase, PostgreSQL/MySQL

Publications

- **Book: An Approach to Content-Based Image Retrieval System**: Published April 2016. Proposed a CBIR system using Block Truncation Coding, Color Co-occurrence Features, and Bit Pattern Features to enhance accuracy while reducing computational complexity.