

# Firoz Alam

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Portfolio: firoz-portfolio-live

## EDUCATION

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- **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

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- **Languages:** Java 8, Python 3, JavaScript, SQL, HTML, CSS, Shell Scripting
- **Cloud:** AWS (SAA-C03 Certified), Azure
- **Frameworks:** Spring Boot, React.js
- **Tools:** Docker, Git, Jenkins, MySQL, Oracle SQL
- **Platforms:** Linux, AWS, Azure
- **Soft Skills:** Team Leadership, Problem Solving, Public Speaking, Time Management

## PROFESSIONAL EXPERIENCE

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- **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

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- **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