

# Gopalakrishna R

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## Summary

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- Possess 6+ years of experience in software application development and reactive programming.
- Have designed PLAY REST services incorporating Spring/GUICE with backing of AKKA/Java toolkit.
- Involved in requirements gathering, analysis design and development.
- Have formed sound knowledge of Telecomm. domain.

## Experience

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### Rogers Communications, Quest Comm., Contracting for Sapient

*Bangalore, India*

#### DIGITAL APPLICATION LAYER (SENIOR ASSOCIATE, TECH)

*Oct. 2018 - May. 2019*

**DAL**, a streaming application used to decouple Systems of Records from Systems of Engagements by consuming data in form of kafka messages, transform and publish the transformed data in **Common Information Model (CIM)** topics, to be available to the enterprise and the micro-services.

##### Roles:

- Modules to consume kafka AVRO messages:
  - Developed modules for consuming kafka records, transforming and writing to cassandra with help of scala-alpakka-kafka connectors.
- Kafka producers for publishing messages
  - Developed producers integrated on an scala-akka **REST** server for producing AVRO messages so as to assess application's functionality.

*Bangalore, India*

#### DIGITAL PLATFORM TRANSFORMATION (SENIOR ASSOCIATE, TECH)

*Jan. 2018 - Sept. 2018*

**Rogers.com**, a dashboard portal used by Rogers' customers to view/update their login/subscriptions/account/billing/payment details. The project revamped existing **REST** services into Play-based logical domain services, Akka micro services, and Kafka-mediated Services to support wireless self serve operations for data being accessed from **System Of Records**.

##### Roles:

- **APIs** to support customers in accessing subscription details:
  - Developed **REST APIs** based on Play/Guice framework tied with Akka toolkit to leverage **OVO APIs**.
- Migration of session/identity management modules
  - Developed modules to employ **JSON Web Tokens** instead of play cookies for session persistence.
- Kafka services to promote customer profile changes
  - Developed Kafka producers to push change events as messages and consumers to take them in so as to update on **SOR** through compatible **REST APIs**.

### Rogers Communications, Sapient

*Bangalore, India*

#### ONE VIEW OPTIMIZATION (SENIOR ASSOCIATE, TECH)

*Oct. 2017 - Dec. 2017*

**One view**, a dashboard portal for Rogers.com. representatives, was being used to interface with customers to help them with previous incidents and interactions, promotional offers.

##### Roles:

- **APIs** to support representatives interface:
  - Developed **REST APIs** based on Play/Guice framework tied with Akka toolkit.
  - Migrated existing **APIs** so that they can interface with micro-services built on akka-http.
  - Helped deploy the micro-services in akka clusters so as to minimize the transaction overhead.
- Migrated archaic jar dependencies to make them compatible with contemporary versions of **SBT**.

## Rogers Communications, TCS

Chennai, India

### FIDO HIGH-SPEED INTERNET(I.T ANALYST)

Nov. 2016 - Mar. 2017

Fido.ca, a sister company of Rogers.com. acted as a consumer sales channel for wireless services, handsets, and broadband modems. Fido High-Speed Internet would let customers buy Internet modems as a standalone product instead of as a bundle of High Speed Internet and Internet Protocol TeleVision.

#### Roles:

- APIs to support user interface to buy/change High Speed-Internet modems:
  - Developed **REST APIs** based on Play/Spring framework tied with Akka toolkit.
  - Programmed **APIs** so that they can interface with SOAP web services and Cassandra DB for user state persistence.
  - Integrated remotely deployed Akka modules with native modules to achieve distribution.
- Designed a module to capture error logs in Cassandra database while incorporating Akka streams.

Chennai, India

### ECLIPSE MINIMUM VIABLE PRODUCT (MVP) 3.0(Team Member)

Jan. 2016 - Oct. 2016

Eclipse 3.0 project was Rogers.com's, essentially a wireless service provider, foray into catering cable services like High-Speed Internet and Internet Protocol TeleVision as a bundle. This project leveraged **API** implementations which offered IPTV products to Fido Customers and let them add/remove/swap TV packages, channels, and theme packs. The Fido Eclipse 2.0 experience was made "Rogers like" with Copy and Messaging updates to reflect the Rogers target market (Families) and added necessary new features specific to the Rogers offering to the overall experience to ensure the best customer experience and enjoyment.

#### Roles:

- Modularization:
  - Molded existing Fido Play/Akka **REST APIs** into re-usable module jars to be used as **SBT** dependencies.
  - Created **REST APIs** to exploit module dependencies which could let the user perform payment operations, modify an existing HSI package, add channels/theme packs to an existing TV package or schedule an appointment to install equipment.
  - Integrated remotely deployed Akka modules with native modules to achieve distribution.
- Channel search functionality:
  - Programmed caching of channel search results from a product catalog to enable swift searching.
  - Reconfigured search **APIs** to handle faceted searching where multiple parameters can be input to filter out the returns.

Chennai, India

### FIDO USER MIGRATION AND REGISTRATION(Team Member)

Apr. 2015 - Jan. 2016

Fido user migration project was launched to migrate legacy customers to a new third party identity management program, enable them to perform social login(or native email based or service Id profile login) and Self-Service (including create a profile, modify a profile, change the forgotten password;)

#### Roles:

- Web service invoked by Rogers owned sales channels to migrate legacy customers and create a new email based login so that customer can access his details:
  - Developed and migrated legacy code to an **Apache CXF**-based web service to be used by third party retailers.
  - Programmed Akka based service implementations to go with the WSDL and leverage SOAP web services(and 3rd party identity providers) for user state persistence.
- Native **APIs** to support customer self-service:
  - Leveraged third party identity provider's **REST** services in the native **APIs** for allowing customer to perform profile update or re-activation of a newly created profile.
  - Assisted in programming an **API** to let a customer search his profile with his email Id.

Chennai, India

### FIDO ECLIPSE 2.0(Team Member)

Oct. 2014 - Nov. 2015

Fido Eclipse project introduced **APIs** to maintain product bundle which included High-Speed Internet and Internet Protocol TeleVision targeted towards millennials. Users were able to check in their consumption(monthly or daily) and schedule installation appointment with the HSI and add/remove channels or theme packs with the IPTV product. It also let legacy customers access/maintain their essential details(home address, payment details and order history).

#### Roles:

- **APIs** to support user interface which let Fido customers carry out operations like make payment, access usage details, update profile details;
  - Developed **REST APIs** based on Play/Spring framework tied with Akka toolkit.
  - Programmed **APIs** so that they can interface with SOAP web services and Cassandra DB for user state persistence.
  - Integrated remotely deployed Akka modules with native modules to achieve distribution.

**SALES CENTRAL (TEAM MEMBER)**

Sales Central, a Web-based Sales Channel, was used by the third party dealers/retailers to place and activate Rogers Wireless, Rogers Cable and Fido Wireless services. Dealers can create a new connection, Exchange/upgrade an existing handset and add/modify plan or add-ons with the help of web interface.

**Roles:**

- Revamped services to generate order confirmation PDFs for relevant flows.
- Developed STRUTS controllers to handle action calls from JSP and AJAX helpers to engage JSF AJAX calls.
- Remodeled JSP UI pages to JSF/MyFaces pages to enhance user experience and handle user data persistence.

## Skills

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**Languages:** Java(8 with lambdas)

**MVC Frameworks:** STRUTS, SPRING(Annotations) and PLAY

**Databases:** Cassandra and OracleDb(10g)

**IDE:** Eclipse and IDEA IntelliJ

**Software Development Kit/Toolkit:** Akka

**Version Control Tools:** SVN and Git

**Auxiliary Tools:** SOAP UI, DataStax, PUTTY, FindBugs, and DBeaver

**Certifications:**

- ORACLE CERTIFIED JAVA PROGRAMMER SE6
- TCS INTERNAL DOMAIN BUSINESS CERTIFICATION-TELCOM

## Education

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**Sir M. Visvesvaraya Institute of Technology**

B.E. IN COMPUTER SCIENCE AND ENGINEERING

Bangalore, India

2008-12