Abhishek Goswami

NYC, NY 11102

# Summary

Results-oriented engineering manager with over a decade of experience in e-commerce applications, software engineering, and project management. Proven track record of leading teams to deliver innovative solutions and driving technology

initiatives end-to-end. Skilled in architecting and developing systems-level software and building highly scalable solutions. Strong communicator with a focus on fostering collaboration and driving continuous improvement.

# Skill Summary

**Software Development**

* Architected and developed high-throughput, low-latency cloud-native applications in distributed systems using microservices (Java/Spring Boot, Kafka).
* Proficient in Java/J2EE, Groovy, Python, and JavaScript with expertise in object-oriented design (OOD), service- oriented architecture (SOA), and Test-Driven Development (TDD) principles.
* Adept at designing and implementing payment solutions, including payment gateways, fraud, and tax integration.
* Expertise in developing and scaling APIs and web services using REST/SOAP, JSON/XML, Kafka, Active/IBM MQ, and Tibco.
* Experienced in implementing and managing cloud (WCNP Private Cloud and Azure) infrastructure, optimizing IAM, deployment, auto-healing/scaling, etc.
* Extensive experience designing web applications, large-scale distributed systems, business applications, and e- commerce systems/applications, focusing on scalability and maintainability.
* Specializes in implementing enterprise IT SaaS and PaaS solutions using J2EE, SOA, Web Services, Message Middleware, CEP (Complex Event Processing), and Microservices API Architecture.
* Skilled in database design and implementation, with strong proficiency in SQL (RDBMS) and NoSQL technologies.

# DevOps

* Designed and implemented Jenkins CICD pipelines and Kubernetes orchestration.
* Engineered ETL automation using tools such as Apache NiFi and Python/NiFi expression-based scripts.
* Created analytics dashboards (Splunk, Grafana, Kibana, etc.) to visualize data, evaluate trends, and plan capacity.
* Developed Splunk, Grafana, and Custom alerts and notifications systems for production monitoring, L1/L2 support analysis, and troubleshooting.

# Leadership

* Managed diverse teams, conducted performance reviews, and promoted a growth culture in engineering practices.
* Administered development life cycle, conducting code reviews, product demos, retrospectives, and knowledge transfer sessions.
* Headed learning programs and mentored and coached 20+ recent grads and entry-level engineers in software development and coding practices.
* Led SOX compliance review by leading quarterly and yearly audit reviews and working with external auditors.
* Conducted interviews and participated in hiring events/processes, capacity planning, and development.

# Experience

**Solution Consultant – IC (Client: Walmart Global Tech) 04/2020-Present**

*NextGen Technologies | NYC, NY*

* Orchestrated the launch of a Customer Loyalty and Subscription program, developing cloud-native microservices within the distributed system utilizing Java, JSON, Kafka, Oracle (SQL), and Cassandra.
* Developed test plans and testing strategies and contributed to building in-house automation APIs and tools.
* Improved SNAP/EBT payment and refund calculation, preventing ~$8M loss by handling auth/re-auth and settlement updates with payment systems and payment gateway using Java, JSON, and Kafka.
* Implemented ETL data sync automation between OMS and Marketplace (MP) systems.
* Co-led efforts to optimize costs by analyzing software and infrastructure operational costs and decommissioning infrastructures based on risk analysis resulted in ~$5,000/day savings.

# Package Solution Consultant (Engineering Manager) 11/2017-04/2020

*IBM | Baton Rouge, LA*

* Revamped the payment solution and integrated the VISA payment gateway, reducing costs by over $500K/yr: leveraged iFrame-based session management, Javascript, and Java.
* Spearheaded DevOps designs and implementation initiatives. Developed CICD pipelines and enabled 1-click deployment, reducing deployment duration by 75%.
* Led engineering teams in developing cloud solutions utilizing Azure, Java, Cassandra, and ElasticSearch.
* Provided expert consultation on distributed systems design and deployment.
* Developed custom ETL pipelines utilizing REST/Java/Python to process, update, and store data from multiple systems such as inventory, fraud, and tax.
* Managed 15+ professionals across geographical locations, operating in an onshore/nearshore/offshore model.

# Lead Consultant (Lead/Development Manager) 12/2016-11/2017

*Galax-Esystems | Baton Rouge, LA*

* Developed and integrated REST APIs with external systems utilizing Java and implementing XML-> JSON conversion strategy with minimal overhead.
* Managed a team of 8+ professionals implementing the Manhattan West Coast DC project. Supported QA, production monitoring, L1/L2 support, root cause analysis, and resolution.
* Redesigned Sterling Order Management Suite using Java, web services, and POJO, improving the call center experience and reducing order capture time by 20%- 30%.
* Mentored professionals for post-implementation warranty and production support, streamlining SOPs for consistency.

# Software Engineering Senior Analyst 07/2011-12/2016

*Accenture | Bangalore, KA, India/Minneapolis, MN, USA*

* Reduced in-store customer pick-up time by 25% by designing and implementing custom UI and integrating OMS with Big Data systems.
* Collaborated with cross-functional teams to implement the MP solution and enable X-dock functionality.
* Developed SFS (Ship from Store) capability for US stores, improving the fulfillment process and customer communication.

# Additional Skills

**Tech Stack:** Java, Groovy, Microservices, Spring Boot, Webservices (SOAP, REST), Elasticsearch, Kafka, Tibco, MQ, JavaScript, WTS (XSLT, Mustache), Apache

**OS:** Linux/Unix, Mac, Windows

**Database**: RDBMS – Oracle, NoSQL - Cassandra, Cosmos DB

**Cloud Technologies:** Azure, WCNP (Private Cloud), Familiarity with AWS

**DevOps/Observability Stack**: Jenkins, Kubernetes (K8s), Splunk, Kibana, Grafana, Apache NiFi, OneOps

**Tools:** JIRA, Jmeter, Eclipse, IntelliJ, Git, SVN, Offset Explorer, Trello

**Others:** Distributed Systems, Team Building, Risk Analysis, Critical Thinking, Leadership, Process optimization, Software Design Patterns, Process Improvement, Project Management, Software Architecture, Problem Solving, Automation,

Communication

# Education

**NMIMS University | Mumbai, India**

Bachelor of Technology | Computer Science and Engineering

# Certification

IBM Certified Implementation Professional - Sterling Order Management V9.4

# Awards/Recognition

IBM Innovation and Delivery Excellence Awards 2017

ACE (Accenture Celebrate Excellence) Q2&Q4 2013