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VAIBHAV MISHRA

PROFESSIONAL EXPERIENCE

Cisco

Software Engineer III   **Jan 2024 – Current**

Managed PMS/PEs and stakeholders for product operations, ensuring effective communication for **Calling and Signalling Accounting events** and its Analytics.

Embedded and initiated **Agentic AI** to streamline engineer workflows via **MCP server** for JIRA, GitHub and Confluence for the product[POC].

Led architectural efforts for streaming accounting events of Calling Pipeline migrations to **optimise cost and resources** including indexing jobs to **OpenSearch** within **SLA < 5 min** .

Implemented and improved alerting and monitoring for system health using custom 2am jobs for better SLA via **Pagers and Webex(Soft/Hard Alerts)**.

Custom pipeline implementation for injecting configurable Customer Data enhancing the accounting events and its details in accounting events from **Console(Infrastructure Portal)**.

Software Engineer II   **Dec 2021 – Dec 2023**

Designed and implemented scalable microservices using **Spring Boot**, handling ¿1M requests/day with ¡200ms response time for accounting and signaling events impacting customer device status and reports.

Integrated **AWS IAM auth + OpenSearch** via service in SpringBoot Kafka application via secure indexing and querying design.

Deployed production services on **AWS EKS**, implementing Helm charts, and CI/CD pipelines with Jenkins..

Managed observability via **Grafana + Prometheus**, optimizing SLA for 1M records/hour impacting direct customer status and reports during BH/Non-BH .

Software Engineer   **Aug 2020 – Nov 2021**

Designed and developed Angular components like **SIP Analyzer, VPR/VTR** features for **Calling Console** (Infra Calling Portal).

Built Cypress-based automation for **ControlHub** (Customer Onboarding Infra).

Integrated Webex SDK for SPA mocking voice/messaging/screen-sharing integrating summarization of the messages in the thread, **won Hackathon**.

Intern   **Jan 2020 – Jun 2020**

Built Python **GraphReport** tool for Jenkins metrics and log visualization creating a analytical dashboard for it [link].

Developed POC MongoDB backend for calling automation portal for Calling QA .

GMetri XR

Project Intern   **Dec 2018 – Jan 2019**

Built **RESTful APIs** for VR/AR based Application for BigBasket 360.

Designed and developed Backend for Teaxr Application(VR solutions for teachers) using **Hapi.JS, GraphQL** .

IIT BHU

Intern   **Jun 2018 – Jul 2018**

Worked on **ML churn model** for banking data for finding the optimal KPIs for the churn of the customers.

Worked on Face Detection System for login and auth for customers.

EDUCATION

SRM University, Chennai

Bachelor of Technology, Computer Science and Engineering   **2016 − 2020**
Organizer of TEXUS and multiple Hackathons
Honor Roll (Top of College Alumni Board)
Participant, University Mentorship Program

SKILLS / KEYWORDS

Development Skills: Spring, Spring Boot, Kafka, Flink, Java, Python, Cypress
Databases/Monitoring: Pinot, Iceberg, Elasticsearch/OpenSearch, Grafana, Kibana
Development Environment: IntelliJ, VSCode, Notepad++, Windsurf
Tools: GitHub, Jenkins, Docker, JIRA, Prometheus, Nginx, GraphQL
Architecture: Microservices, Data Streaming, DevOps, Agile, CI/CD
Cloud: AWS, Kubernetes

CERTIFICATIONS AND RECOGNITION

Cisco Security - Brown Belt
Cisco GenAI - Brown Belt
Kubernetes Solutions – Qwiklabs
WxCalling Automation Hackathon - Cisco
Datathon 2024: Built RAG pipeline chatbot for Webex
Patent: Submitted in CPOL – Cloud Traffic Handling for Emergencies

PROJECTS

Prompt Generator: Developed a real-world solution for prompt validation and rewriting using Mistral LLM models. [Link]

COMMUNITY ENGAGEMENT & LEADERSHIP

Volunteer: PyCon India 2020 (PSF member), GDG Chennai, FnPlus Chennai
Mentor: Major League Hacking
Organizer: TensorFlow User Group Chennai, Hackference – Hackathon & DevRel Conf
Speaker: GDG Cloud Chennai