

# Shubham Kumar

Software Engineer at Optum Global Solutions (UHG)

+91-8002887706 | mshubham0309@gmail.com | linkedin.com/in/imshubhamkumar | github.com/ishubhamkr | Noida, Uttar Pradesh, India

## Professional Summary

Highly motivated Software Engineer at Optum Global Solutions (UHG), specializing in API optimization, security enhancements, and scalable backend development. Proficient in Java, Spring Boot, ReactJS, Kafka, and Kubernetes, with a strong foundation in information security backed by a Master of Technology in Information Security. Demonstrated expertise in resolving critical incidents, implementing test-driven development, and developing robust digital solutions. Adept at leveraging microservices architecture and modern tools to deliver efficient, secure, and high-quality software solutions while committed to continuous learning and excellence in software development.

## Skills

Programming Languages	C++, Python, Java, JavaScript, SQL
Front End	HTML, CSS, ReactJS
Back End	Spring Boot, MySQL, MongoDB
Tools & Frameworks	JUnit, Mockito, REST API, Kubernetes, Kafka, Git, Jenkins, GitHub Actions, Rally, Postman, SonarQube, MS Office
IDEs	Visual Studio, IntelliJ IDEA, Eclipse, Atom
Monitoring & Logging	Splunk, Kibana, New Relic, Zenmap, Lens
Soft Skills	Problem Solving, Troubleshooting, Debugging, Data Structures & Algorithms, Test-Driven Development (TDD), Microservices Architecture, Object-Oriented Programming (OOP), Microservices, Software Development Life Cycle

## Professional Experience

### Software Engineer July 2022 – Present

Optum Global Solutions (UHG) Noida, Uttar Pradesh, India

- Boosted API Performance:** Achieved a **15% improvement** in API performance by optimizing Kafka streams and refining RESTful architecture, resulting in reduced latency and enhanced user throughput.
- Incident Resolution Excellence:** Resolved **200+ high-priority ServiceNow incidents**, ensuring **99.9% system uptime** while strengthening security protocols for Enhanced Provider Validation (EPV), Digital Security, and Provider Helpdesk Portals.
- Full-Stack Development Impact:** Designed and integrated **frontend and backend APIs** for the Digital Security Helpdesk Portal using **React.js**, **Abyss**, and **MongoDB**, cutting ticket resolution time by **25%** and achieving **98% test coverage** with **JUnit**.
- Advanced Monitoring Solutions:** Deployed production monitoring systems with **Splunk**, **Kibana**, **New Relic**, and **OpenLens**, alongside automating database maintenance with cron jobs, reducing downtime by **10%** and improving overall system stability.
- Leadership & Team Building:** Mentored new graduates and onboarded team members, streamlining the onboarding process and fostering a **high-performing, collaborative team environment**.

Tools & Technologies: Java, Spring Boot, React.js, Kafka, GraphQL, JUnit, CodeQL, Splunk, Kibana, ServiceNow, MongoDB, Git, Kubernetes, JMeter

### Teaching Assistant Jan 2022 - May 2022

Indian Institute of Information Technology Gwalior, Madhya Pradesh, India

- Assisted students in C Programming Lab for 1st-year B.Tech students and AI Lab for 2nd-year B.Tech students, helping with C programming and AI-related coding questions, provided live coding classes, and promptly answered students' queries.

## Projects

### Provider Digital Security United HealthCare Services, Inc.

- Description:** Developed and implemented a robust digital security system for the UnitedHealthcare (UHC) Provider Portal, enabling authorization for over 1.4 million users and processing 1.2 billion+ transactions annually. The system protects sensitive data from unauthorized internal and external access while facilitating seamless user and provider interactions.
- Key Technologies:** Java Spring Boot, React.js, MongoDB, Spring Security, JWT, RESTful APIs, Apache Kafka, HashiVault

### Enhanced Provider Validation (EPV) Portal United HealthCare Services, Inc.

- Description:** Developed the Enhanced Provider Validation (EPV) portal, a web application for Out Of Network (OON) providers to register their Taxpayer Identification Number (TIN) and manage their credentialing information. This portal streamlines the process of validating and maintaining provider data, ensuring compliance and ease of use for healthcare providers.
- Key Technologies:** Java Spring Boot, React.js, MongoDB, Spring Security, JWT, RESTful APIs, Apache Kafka, Pega,

## Education

### Master of Technology (M.Tech) in Information Security July 2020 – June 2022

Indian Institute of Information Technology Gwalior, Madhya Pradesh, India

### Bachelor of Technology (B.Tech) in Computer Science & Engineering June 2015 – July 2019

West Bengal University of Technology Kolkata, West Bengal, India

## Publications

### Securing IoT with Blockchain: Detecting Malicious Nodes with TLS Certificates

International Conference on Computer, Electronics & Electrical Engineering & their Applications (IC2E3), June 8, 2023

## Certifications

- React - The Complete Guide 2024 (Incl. React Router & Redux), Udemy
- Core Java - Full Course, Udemy

## Achievements

- ★ Qualified GATE-CS in 2020, and 2022.
- ★ Achieved Global Rank: 148 in September Challenge 2021 Division 3 on CodeChef.
- ★ Earned a 5-star rating in C++ Programming on HackerRank.