Ismail Shaik

Senior Software Engineer

📞 +91 9912787436   ✉ ismailsh416@gmail.com   in www.linkedin.com/in/ismail416   📍 Nandyal, IN

SUMMARY

Dynamic Senior Software Developer with 8+ years of hands-on expertise in backend development, automation, and cloud-native application delivery. Proven success in building and maintaining high-performance, business-critical APIs and microservices using Java, Spring Boot, and Groovy. Adept at container orchestration with Kubernetes and OpenShift, integrating CI/CD pipelines, and leveraging observability tools like Splunk and Elastic to proactively troubleshoot and ensure service reliability. Strong advocate of Agile practices, DevOps culture, and 12-factor application design. Demonstrates a passion for clean, scalable code and productivity-enhancing tools such as GitHub Copilot and ChatGPT. Excels in cross-functional collaboration, on-call operations (RTE), and rapid problem-solving in high-pressure environments.

PROFESSIONAL EXPERIENCE

Senior Software Engineer
Nov '21 - Present

Evoke Technologies
Hyderabad, IN

- Designed, built, and supported multiple **high-volume, highly available, business-critical APIs** using **Java**, **Spring Boot**, and **Groovy** within a fast-paced Agile team.
- Developed and debugged **secure, scalable microservices**, including **JMS-based messaging** using **SonicMQ** to support asynchronous workflows and event-driven architecture.
- Migrated Spring's default caching to a **Redis-backed cache**, improving API performance and reducing latency under load.
- Participated in **Run the Engine (RTE)** on-call rotations; led **incident resolution & RCA**, and **postmortems** using **ServiceNow** and internal templates.
- Created and migrated observability dashboards and alerts from **Splunk** to **Elastic (Kibana)**
- Used **Grafana** for real-time service metrics and APM for debugging and synthetic monitors for health
- Deployed microservices to **Kubernetes** and **Red Hat OpenShift**, adhering to **12-factor app principles** for configuration and scalability.
- Developed **self-service deployment tools** to enable teams to manage releases independently, boosting delivery speed by **20%**.
- Mentored junior developers, led knowledge-sharing sessions, and enforced **clean code**, **Git workflows**, and internal coding standards.
- Leveraged **GitHub Copilot** and **ChatGPT** to improve development velocity, streamline documentation, and assist in debugging complex issues.

Software Engineering
Ma '17 - Nov '21

HCL
Chennai, IN

- Delivered L1/L2 application support for critical systems using Core Java, Unix Shell Scripts, and MySQL, resolving issues efficiently and ensuring high system uptime.
- Automated routine tasks with Shell scripting, reducing manual effort and accelerating response times for repetitive support activities.
- With the help of Splunk created/modified alerts. Created a dashboards in ServiceNow for better tracking on incidents
- Handled incident tracking via ServiceNow and JIRA, maintained technical documentation in Confluence, and collaborated with cross-functional teams to close issues effectively.

EDUCATION

B.Tech. in Electronics and Communication Engineering
Jul '12 - May '16

JNTU Ananthapur
Nandyal, IN

- Secured 63%

HOBBIES

- Playing games
- Learning new skills

KEY SKILLS

- **API Design & Development (REST)**
- **Microservices Architecture**
- **Agile/Scrum Methodology**
- **CI/CD Pipelines | Containerization | Cloud Computing**
- **Software Development & Testing**
- **Unit Testing | Integration Testing**
- **Coding | Troubleshooting | Review**
- **Problem Solving | Critical Thinking**

TECHNICAL SKILLS

Programming Languages: Java, Groovy, Shell Scripting

Frameworks & Platforms: Spring Boot, Java EE

Database: Oracle SQL, MongoDB

Caching & Messaging: Redis, JMS (SonicMQ)

DevOps & Infrastructure: Red Hat OpenShift, Kubernetes, Docker (Basic Knowledge)

CI/CD & Observability: Git, Jenkins, Postman, SonarQube, Splunk, Elastic (Kibana), Grafana

Collaboration & Tools: Jira, Confluence, GitHub, IntelliJ IDEA, Eclipse, Visual Studio

PROFESSIONAL RESPONSIBILITIES

- Designed, developed, tested, and deployed scalable web applications.
- Participated in full software development lifecycle (SDLC) using Agile/Scrum methodologies.
- Wrote clean, maintainable, and efficient code following best practices and design patterns.
- Performed code reviews and provided constructive feedback to ensure code quality.
- Developed RESTful APIs and microservices using [e.g., Java/Spring Boot]
- Performed debugging, log analysis, and root cause analysis for production issues.