Jincy Jacob

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BACKGROUND

Software developer with a passion to design, develop, and maintain back-end systems and APIs resilient innovative solutions - tooling, services, API's and big data pipelines. My past work experience helped me gain a lot of perspectives with hands on in the following areas:

- Develop and implement data-driven strategies to inform product planning, improve user engagement, and measure social network effects.
- Take ownership of greenfield projects, translating business requirements into technical solutions without extensive overhead guidance.
- Collaborate with a small, ambitious team to create impactful technology.
- Hands-on experience in developing backend services using with **Python**, GO, **Nodejs**, Kafka, Elastic Search
- Proven track record to collaborate with engineering, product management teams to set technical and product direction for small-scale platforms.
- IaC tools like **Ansible**
- Automation and TDD to ease short cycle releases. Data analysis using Python **Pandas**, **matplotlib** Dashboard creation using **Grafana**/**Prometheus/ElasticSearch**
- Improved engineering productivity through automation, process improvements, or re-architecting legacy systems to reduce technical debt.

EXPERIENCE

Walmart, Hybrid - *Software Engineer* **11/2024 - 04/2025**

- **Incident Analytics** - Built an analytics dashboard using python/pandas to give more visibility on incidents based on teams, aging, count etc., Also, responsible for RCA analysis for incidents that don't meet SLA through RCA Owner meetings . Future could be Machine Learning using Llama to explore Incident Analysis & add some guard rails through the **API test automation project.**
- **API test automation (for Walmart Retail APIs)** (**NodeJS, Mocha, Grafana, Elastic Search**) - Automation work of test cases that were failing and moved test cases to the new API backend.

Stealth mode startup (Freelance), Remote - *Sr Software / R&D Engineer* **05/2024 - 10/2024**

Fitness Rewards application (**Go, NodeJS, Python, Docker, React, Postgres, Redis**) An application building analytics based on fitness data. Gained a lot of nuances on healthcare data using analytics domain knowledge.

Affinity Solutions, San Jose - *Sr Software Engineer* **02/2021 - 04/2024**

Panorama Analytics Platform (**NodeJS, Python, Docker, Jenkins, AWS Redshift, AWS RDS, AWS Lambda,AWS S3, SQL**) - Data warehousing platform with billions of financial transactions that provides on-demand access to query and download U.S. consumer spend behavior.

- Designed/Implemented policy based metering/throttling for REST API. Resulted in 10% reduction in AWS cost.
- Developed new REST APIs and backend logic to measure impact of Sales/Ad campaigns
- Containerized API codebase for easier dev testing.

- Clean room initiative pilot program for new clients through Snowflake gave a perspective on later design and operationalization of measurement frameworks from client provided social metrics to accurately track and optimize network effects through the above REST APIs.
- Developed internal grafana dashboard to visualize API call rate, database latencies, cpu/memory usage of backend services etc.,

AFS Transaction Explorer (**AWS Redshift/RDS/Postgres, Django, Elastic Search, Docker, Jenkins**)

- Moved relevant data from redshift to Elasticsearch to improve search speed (more than 10x improvement).
- Developed a tool to make regular expression based searches on billions of credit card transactions.
- Implemented workflows for transaction tagging. Main intent here is to tag a group of transactions with a brand.
- Containerized the application for faster feature deployments and comparison of data.

Opentext/ Carbonite Inc, Sunnyvale - *Software Engineer* **01/2013 - 02/2021**

Carbonite Cloud backup - SaaS Backend (**NodeJS, Python, Docker, Jenkins, AWS RDS, AWS SQS, AWS IAM, AWS Lambda, AWS S3, Java, Go, SQL**)

- Developed web-services for user and metadata management of Carbonite Server Backup (CSB) powered by AWS and GCP that increased sales by 10%.
- Built a scalable Storage Quota Management system using mark-and-sweep technique to cleanup cloud storage for expired subscriptions. Improved scalability of the Quota-Manager by parallelizing jobs powered by AWS and GCP. Timely deletion of storage reduced AWS storage footprint.
- Isolated independent operations as microservices based on AWS platform.
- Developed test automation using Python, Selenium IDE and curl to test web pages and REST APIs..
- Maintained the existing Code; Fixed bug in Zmanda customer support and sales web pages (sugar CRM) which involves optimizing SQL queries and generating Reports.
- Maintained existing API and implemented new APIs to migrate data from Zmanda's issue tracking system to a CRM and occasionally running reports which need extensive knowledge in SQL databases.

ClickMail, Sunnyvale - *Software Engineer* **08/2012 - 10/2012**

- Developed a web-based recommendation system for ESP (Email Service Provider) selection. Implemented backend code that interfaces with the database and the selection algorithm.
- Implemented and tested complex SQL queries for generating random dataset for email marketing.

SKILLS

Programming Languages	Python, NodeJS/Javascript, GO, Shell Scripts, PHP
Cloud Technologies	GCP (cloud storage, notifications, App engine), AWS (SQS, Lambda, S3, IAM, RDS)
Databases	MySQL,MongoDB, Redis , PostGres, SQLite3, MS SQL
Cloud native Technologies	Kubernetes (MicroK8s/minikube for local dev), Docker, Podman, Rancher
Web Frameworks	Django, Flask, Express, React
Test Frameworks	Mocha, Jest, Playwright(selenium), Robot Framework, Pytest, Nosetest, PHPUnit
Automation	Ansible, Chef, Jenkins, Looper(proprietary walmart)
	Machine Learning using Llama to explore Incident Analysis
Monitoring	Prometheus, Grafana
Data Analysis	Pandas, Matplotlib, numpy

IDE/Tools	PyCharm, VSCode

EDUCATION

San Jose State University, San Jose - *MS in Software Engineering*

Anna University *BS in Computer Science*