

GAURAV KUMAR

Sr. Software Engineer

 sinha.gauravkumar06@gmail.com |  **+91-8210929030** |  **India** |  [LinkedIn](#)
|  [GitHub](#)

PROFESSIONAL SUMMARY

Experienced **Senior Software Engineer** with over **4.5 years** of expertise in software development. Strong understanding of **object-oriented design principles, design patterns, RESTful web services development, React.js, and RDBMS databases**.

- Led initiatives that improved **customer management, order management, and payment APIs**, achieving a **15% reduction** in order processing time.
 - Managed the delivery of key modules, resulting in a **20% increase** in project completion efficiency.
 - Developed services that led to a **25% increase** in customer satisfaction.
 - Skilled in **Agile and Waterfall** development frameworks, collaborating directly with clients to analyze, design, and implement technical solutions.
-

TECHNICAL SKILLS

- **Programming Languages:** Java, Spring, Spring Boot, Microservices, AOP, Hibernate, Kafka, JDBC, React.js, JavaScript, HTML, CSS, UNIX, Shell Script
 - **Databases:** Oracle, Couchbase, SQL, PLSQL, NoSQL
 - **Frameworks:** Spring, Spring Boot
 - **Development Tools:** Eclipse, IntelliJ, STS, Visual Studio Code
 - **Project Management Tools:** JIRA, ADO Board, Visual Paradigm Community Edition
 - **Version Control:** Git, BitBucket, Perforce
 - **Servers:** Apache Tomcat
 - **Methodologies:** Agile, Waterfall, Test-Driven Development (TDD) with JUnit
 - **REST API Clients:** Postman
-

PROFESSIONAL EXPERIENCE

CSG Systems International (India) Pvt. Ltd.

Sr. Software Engineer | Dec 2022 - Present

- Optimized **customer management and order management APIs**, reducing order processing time by **15%**.

- Worked with **solution architects** to gather requirements and design solutions.
- Provided technical assistance to the squad, helping resolve challenges efficiently.
- Strengthened relationships with senior management, reducing implementation time by **20%**.
- Developed **plan migration APIs** to assess compatibility, highlight new offers, and assist users in migration decisions.
- Enhanced **discount eligibility services**, improving customer satisfaction by **25%**.
- Upgraded the **order management API** for better payload handling and soft bundle processing.
- Implemented **device and plan downgrade/upgrade** functionality for a seamless user experience.
- Designed a **refund system**, optimizing transaction processing.

Amdocs Development Centre India LLP, Pune

Software Engineer | Aug 2020 - Nov 2022

- Managed the **Optus project**, increasing project completion efficiency by **20%**.
- Led the **customization and delivery** of products for Optus, ensuring on-time deployment.
- Assisted multiple teams in **technical development** and milestone achievement.
- Developed a **direct debit (auto payment) system**, reducing payment failure exceptions by **20%**.
- Implemented **Couchbase caching** to track unsuccessful login attempts, enhancing security.
- Developed an **automated API** for generating JSON files from databases, improving efficiency by **30%**.
- Created scripts for **automated table synonyms, PLSQL file execution, and JSON generation**, boosting workflow efficiency by **30%**.

PROJECTS

Movie Recommendation System (Jan 2020 - July 2020)

- Built a **data warehouse** to manage large-scale movie data.
- Used **data mining algorithms** to analyze user preferences and generate recommendations.

- Integrated **collaborative and content-based filtering** to enhance recommendation accuracy.

Card Fraud Detection with Predictive Modeling (July 2019 - Dec 2019)

- Processed a **highly imbalanced dataset** of 284,807 transactions.
- Developed a **machine learning model** to detect fraudulent transactions effectively.
- Achieved high accuracy in fraud detection using feature engineering.

Web Application for Attendance & Assignment Management (Jan 2019 - Apr 2019)

- Built a **comprehensive web application** for managing attendance, timesheets, and assignments.
- Led **full-stack development**, ensuring seamless integration of functionalities.
- Worked closely with **faculty and stakeholders** for successful deployment.

EDUCATION

- **Bachelor of Engineering (BE), Computer Science and Engineering**
Birla Institute of Technology, Mesra | 2020
- **XII (Science)** - St. Paul Secondary School | 2015
- **X (General)** - St. Paul Secondary School | 2013

ACHIEVEMENTS & AWARDS

- Winner, **Algo Crack Competition**
 - Recognized for **Sports Achievements**
-