Sagar Mali

Software Technical Expert

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Professional Summary

- Results-driven Software Technical Expert with 14+ years of experience in full-stack development, software architecture, and scalable system design in Telecom Domain.
- Proven track record in optimizing performance, leading cross-functional teams, and delivering enterprise-grade solutions using modern technologies.
- Seeking senior or architect-level opportunities to drive innovation and technical excellence.

Technical Skills

Languages & Frameworks:	Java, JavaScript, Python
Backend:	Spring Boot, Spring Batch, Node.js, Express.js
Frontend:	ReactJS, Next.js, Redux, Material UI, HTML, CSS
Database:	PostgreSQL, MySQL, MongoDB, Couchbase
Cloud & DevOps:	AWS, OCP, Docker, Kubernetes
Monitoring & Tools:	AppDynamics, Dynatrace, OTEL, Memory Analyzer, Git, Jenkins
Architecture:	Domain Driven Microservices, RESTful APIs, Event-driven Systems

Professional Experience

Software Technical Expert | Amdocs Canadian Managed Services, Canada | Jul 2022 – Present

- Architected and optimized enterprise systems on Amdocs Digital platform.
- Led performance initiatives across BPMN workflows, API latency, and enhanced / tuned microservice efficiency.
- Improved system resilience by redesigning the retry mechanism in microservice architecture.

Software Technical Expert | Amdocs DVCI, Pune | Jan 2020 – Jul 2022

- Delivered scalable microservices and UI components.
- Built React-based monitoring dashboards and optimized service memory usage.
- Collaborated on performance tuning using Dynatrace and OTEL.

Software Development Specialist | Amdocs DVCI, Pune | Apr 2017 – Dec 2019

- Supported Amdocs Digital and Multimodal platforms (SmartBot, Social) across full development lifecycle.
- Led REST API integration and production support activities.

Software Development Team Lead | Accenture Pvt Ltd, Pune | Dec 2013 – Apr 2017

- Managed CRM development, upgrades, and support systems.
- Directed team activities and ensured timely delivery.

Senior Subject Matter Expert | Amdocs DVCI, Pune | Jul 2012 – Dec 2013

- Designed CRM solutions, conducted system testing, and maintained code quality.

Subject Matter Expert | Amdocs DVCI, Pune | Aug 2010 – Jun 2012

- Developed and supported online systems deployed globally for different clients.

Performance Highlights

- Achieved an 80% reduction in order processing time by optimizing Camunda BPMN workflows.
- Improved API response latency by ~60% through caching and query optimization.
- Reduced memory footprint by 25% in custom microservices through data handling optimization.
- Refactored microservices to eliminate redundant API calls and simplify logic.
- Redesigned microservices retry logic to distinguish business exceptions from transient faults, reducing redundant retries and improving system throughput.
- Built React-based monitoring dashboards, reducing issue resolution time by 40%.
- Leveraged Dynatrace, AppDynamics, and OTEL for performance diagnostics and tuning.

Projects & Innovation Highlights

- HR Bot – AI-powered bot for employee lifecycle support using NodeJS and Dialogflow.
- Voice-Enabled Troubleshooting – Google Home integration for TV services.
- NextGen Retail Experience – Face recognition for retail visits.
- Pick-One – Crowd-powered decision-making app.
- Order Monitoring Dashboard – 360° system visibility with third-party integrations.
- Contract-Driven SDK Generator – YAML based UI widget generator.
- Food Assistant Chatbot – Conversational bot for food discovery.

Education

B.E. in Computer Engineering | North Maharashtra University, India | 2006 – 2010.

Certifications

AWS Certified Solutions Architect – Associate (SAA)