Saminathan S

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Summary

Dynamic and results-oriented Full Stack Support Engineer with 12 years of hands-on experience in application management and business operations. Proven expertise in navigating client-facing environments, delivering exceptional service, and driving operational efficiency. Possesses in-depth knowledge of cloud and on-premises infrastructures, coupled with a strong understanding of microservices architecture and agile methodologies. Eager to leverage my skills and experience in pursuit of exciting opportunities in the field.

Skills

- Java | JavaScript | Node.js | Express | React.js | Typescript | Spring MVC | Springboot | HTML | CSS | Shell scripting
- MySQL | Oracle Database | Selenium | SVN | Git | Amazon Web Services | Cloud Computing | Serverless | Linux
- Splunk | Jenkins | Bitbucket | Dynatrace | Datadog | ServiceNow | JIRA | Cloudwatch | Docker | Kubernetes | Openshift
- Team Management | Incident Handling | Payment Gateways | Microservices | REST API | Airline Reservations | Ecommerce

Experience

TATA Consultancy Services

Full Stack Engineer | Ast Consultant   *Singapore*   **08/2021 - Present**

- Led a 20+ member production support team for an e-commerce website with **100+ microservices** across various platforms (cloud, on- prem, serverless infrastructure).
- Automated daily tasks, **reducing manual effort by 50%** through the utilization of **Java, Node.js, React.js, Selenium, and shell scripting**.
- Provided solutions for multiple projects aimed at **improving website user experience** leveraging knowledge of e-commerce and system design.
- Directed production delivery processes and conducted post-release checkpoints to ensure smooth operations.
- Led cross-functional teams in **troubleshooting complex incidents**, resulting in swift resolutions and minimal downtime.
- Reviewed agile squad codes to ensure adherence to coding standards and achieve defect-free deliveries.

IT Analyst   *Singapore*   **08/2017 - 07/2021**

- Designed and **developed the payment reconciliation job**, enabling the Client's Finance team to **reconcile settlements** within 1 week, a significant improvement from the usual 3 weeks.
- Played a pivotal role in migrating the Ecommerce website from **on-premises to AWS cloud platform**, resulting in a 60% reduction in operational costs.
- Spearheaded the design and implementation of an automated recapture job, resulting in a **70% reduction in manual recovery efforts for unbilled payments**.
- Enhanced system monitoring capabilities by integrating system alerts with monitoring platforms such as **Dynatrace, Splunk**, and **Datadog**, improving overall system visibility and issue detection.
- Developed **Payment Gateway Interfacing microservices** utilizing the Springboot framework to streamline the generation of settlement files for various payment gateways.

Software Engineer   *Chennai, India*   **01/2013 - 07/2017**

- Implemented minor enhancements and conducted end-to-end testing for booking ancillary products.
- Analyzed and devised optimal solutions for production issues, **ensuring seamless operation of critical systems**.
- Addressed bugs and implemented fixes, resulting in enhanced stability and reliability of the system upon deployment to production.
- Developed solution proposals and performed impact analysis based on client requirements.

Certifications

- **Kubernetes and Cloud Native Associate (KCNA)** – issued by Linux Foundation
- **Distribution and Airline Retailing with NDC** – issued by IATA

Education

Bachelor of Engineering   **Anna University**   *Chennai, India*   **08/2008 - 05/2012**

- Major in Electronics and Communication Engineering

Achievements

- Received the **Beyond Excellence** award from TCS management for outstanding performance in managing the E-comm Support team.
- Recognized with the **Contextual Master** award from TCS Management for contributions to developing the Payment reconciliation job, with the story published in the TCS forum.
- Received the **Excellence in Support and Coordination** award thrice from TCS management for splendid performance over three years.