SHASHI RAM

SSE, Etisalat (12 + Years Exp.) Dubai, UAE

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Senior Software Engineer with over 12 plus years of extensive experience in software design and development. Seeking an application development or engineering role where I can leverage my strong technical expertise, leadership abilities, and mentoring skills to drive value and innovation within the organization.

Professional Summary

- Deep understanding of **Core Java** and **OOP** concepts including **Collections Framework, Garbage Collection, Exception Handling, Multi-Threading.**
- Expertise in **Spring, Spring Boot, Spring Security, Spring AI** etc**.**
- Experience of database accesses including **JDBC** and **object-relational mapping ORM -Hibernate, Spring JPA**.
- Working experience on **Microservices Architecture & Service Oriented Architecture.**
- Expertise **Web Services, SOAP, RESTful API.**
- build a microservice to store chat histories generated by a **RAG (Retrieval-Augmented Generation**) based **chatbot** system using **Spring AI, Postgres DB vector extension, OpenAI api**.
- Extensive experience in **Web technologies** like **HTML CSS, JavaScript, Typescript, Angular, React, Bootstrap.**
- Working experience on cloud technologies like **AWS, Google, OpenShift.**
- Experience in **SQL & NoSQL** like **Oracle DB, MS SQLServer, MySQL, PostgreSQL, Redis, MongoDB**.
- Experience of **DevOps, CI/CD Pipeline, Maven, Git, Bitbucket,Jenkins, Docker, Kubernetes.**
- Applying various **design patterns** to enhance and optimise the efficiency, maintainability, and scalability of applications.
- Strong in **data Structure & Algo.**
- Experience with security standards like **OAuth2, JWT, SAM**L etc.
- Hands-on experience in using message brokers such as **SQS, RabbitMQ & Kafka.**
- Hand-on experience on **Grafana, ElasticSearch, Kibana, Logstash, Fluentd .**
- Working experience in deploying in to web servers of **Apache Tomcat, IIS.**
- Expertise in various frameworks and quality control tools for **Unit Test** and **Integration Test**, for example **Junit, Mockito, Sonar, Coverity.**
- Efficient in roles **as Individual Contributor, Team Player**.
- Experienced with **building, deploying** and **troubleshooting web services**.

- Experienced of **Software Development Life Cycle SDLC** with **Agile Development, Test-Driven Development** and **Daily Scrum.**
- Right kind of attitude to perform in the organization and to be committed and self-motivated with a strong and sound programming language.
- Strong analytical and **problem solving skills** along with good written and verbal communication and interpersonal skills.

Technical skills

Programming Language	:	Java, JavaScript, HTML, #C
JAVA/Framework	:	Spring, Spring Boot, Spring JPA, Hibernate etc.
Web Technologies	:	HTML, XML, CSS, JQuery and Java Script, AngularJs, Bootstrap
Web Services	:	SOAP, RESTFul
Database	:	MS SQLServer, MySQL, PostgreSQL,Oracle, Redis, MongoDB
Quality and Version Control	:	JUnit, Mockito, Git, SVN, Maven, Sonar
Application Servers	:	Apache, Tomcat 8.0, IIS
Message Brokers	:	RabbitMQ, SQS, Kafka
Hands on & Concepts		Data Structure and Algorithms, DBMS, Microservices & Service Oriented Architecture, OOPS, REST API
Operating Systems	:	Windows, LINUX (UBUNTU), MAC
Other Tools	:	Eclipse, STS, Intellij, Visual Studio, VS Code

Employment History

- **Etisalat** (May 2024 onwards)
- **Networa** (Nov 2021 - Mar 2024)
- **North Ladder** (Dec 2020 - Nov 2021)
- **Xyram Software** (January 2020 - Dec 2020)
- **Wipro Limited** (October 2018 - January 2020)
- **CropIn Technology** (January 2012 - July 2018)

Education Summary

B.TECH in Computer Science Engineering from Dr. MGR Educational and Research Institute, Chennai. 2007-2011. Current CGPA: 7.8 (on base of 10).

- Secured Top 99.81%ile score in AIEEE 2007.
- Secured Top 86.73%ile score in GATE 2011.
- Secured Top 90.44%ile score in ISRO 2011

Awards/Achievements:
- Got **Best Team Award** (Sep-2019).
- Got **3ˢᵗ position** in a Quiz competition.

- Participated in a **national level robotics competition ROBOCON** in the year 2009.

PRESENT ASSIGNMENT

Project #	:	**ETBILL**
Company	:	**Etisalat**
Client	:	Etisalat(product)
Environment	:	Java, Spring, Spring Boot, Hibernate, AWS, Oracle DB, ELK, Kafka, Git, Docker, Kubernetes, CI/CD
Role	:	Sr. Software Engineer
Back End	:	Oracle DB, Redis
Status	:	May-2024 onwards

Description:

ETBILL features to fulfill the business requirements like customer creation, customer contract creation, bill payment etc, efficiently in terms of time and cost. Act as downstream service for clients like TIBCO, OM etc.
Support other applications and platform integration such as BSCS Billing System and reporting systems.

Roles and Responsibilities:
- Involve in Design and development of microservices architecture from an existing ETBILL system.
- Documentation & implementation high and low level.
- Working closely with other IT, Engineering and business teams to successfully launch business requirements.
- Involved in creating and executing BSCS(Billing System) api commands.
- Provides technical guidance and mentoring to juniors of team members.
- Implementing threading and concurrent programming concepts for optimized performance.
- Involve in application support, issues investigation and debugging.

PROJECT HISTORY

Project #	:	**NotifyAI(Push Platform)**
Company	:	**Networa**
Client	:	NotifyAI(product)
Environment	:	Java, Spring, Spring Boot, Hibernate, Git, AWS, Docker, Kubernetes CI/CD
Role	:	Sr. Software Engineer
Back End	:	MySQL DB, Redis
Status	:	Nov-2021 onwards

Description:

NotifyAI Push Platform is the leading tool to acquire, engage, and monetize your website visitors by creating real-time, AI centered connections between your customers and our network of ads. Whatever type of marketer you are - Push Notifications can help you engage current users, monetize subscribers, and earn incremental revenue.
Website- http://www.notifyai.io/

Roles and Responsibilities:
- Researching, designing, implementing, and managing software system
- Working on the core push notification engine.
- Maintaining and upgrading existing systems.
- Working closely with CTO, other developers and systems analysts.
- API Analysis and integration of advertising companies like yahoo, voluum etc.
- Involved in providing application support.
- Identifying areas for modification in existing programs and subsequently developing these modifications.

Project #	**:**	**BBB (HyperBid)**
Company	**:**	**North Ladder**
Client	**:**	NorthLadder(own product)
Environment	**:**	Java, Spring, Spring Boot, Hibernate, AWS, Git, Docker, Kubernetes CI/CD
Role	**:**	Lead Software Engineer
Back End	**:**	Postgresql, MongoDB, Redis
Status	**:**	2020(Dec) – 2021(Nov)

Description:
A unique service where people can sell their electronics or luxury items, get cash instantly in a safe, dignified and hassle-free manner and have the option to buy it back anytime within 60 days. This is a great option for people who want to get cash instantly to meet short term needs but do not want to lose their precious assets.
Website- https://northladder.com/

Roles and Responsibilities:
- Involved in design and implementation of the core HyperBid system.
- Formulate strategic plans for component development to sustain future project objectives.
- Gather detailed business requirements and use cases and translate technical specifications into product requirements.
- Create team strategies and establish project scopes of work; communicate project deliverable timeframes and benchmarks..
- Suggest architectural improvements, design and integration solutions, and formulate methodologies to optimize object-oriented software and database development.
- Logistic company API integration to BBB inventory system.
- Involved in application support and investigation of root cause.

Project #	**:**	**InteropX**
Company	**:**	**Xyram Software**
Client	**:**	JBS, RELI Group, OZ Systems etc
Environment	**:**	Java, Spring, Spring Boot, Hibernate, AWS, Git, Docker, Kubernetes CI/CD
Role	**:**	Lead Software Engineer
Back End	**:**	Postgresql, MySql
Status	**:**	Jan-2020 onwards

Description:

InteropX Platform is the state-of-the-art, highly scalable, cost-effective, enterprise-level solution for Extraction, Aggregation, Analysis, and Reporting of patient data. InteropX enables you to focus on the usage of the patient data instead of pre-processing data for analysis. InteropX's unique integration approach with health IT systems provides access to real-time data allowing timely intervention resulting in cost saving and improved process efficiency.

If you are a payer, an administrator of State or Federal Public Health Surveillance System, or a data manager of a hospital network alliance, you need InteropX to:

- Add unprecedented efficiency into your business operations
- Reduce the cost of your business operation while significantly improving the quality of your data and ability to provide better patient care.
- Receive real-time data updates from the EHR Systems.
  Website- http://interopx.com/

Roles and Responsibilities:

- Analyze and define clients' business strategy and determine system architecture requirements to achieve business goals.
- Formulate strategic plans for component development to sustain future project objectives.
- Gather detailed business requirements and use cases and translate technical specifications into product requirements.
- Create team strategies and establish project scopes of work; communicate project deliverable timeframes and benchmarks to clients.
- Develop data architecture design to facilitate targeted customer analysis.
- Suggest architectural improvements, design and integration solutions, and formulate methodologies to optimize object-oriented software and database development.
- Organize end-user training and problem analysis for server, desktop, and IT infrastructure work.
- Diagnose and repair Unix and Windows processing errors and implement solutions to improve efficiency.
- Write and implement new server, middleware, and database standards.

Project #	:	**COM-TEL-MD-DIGTL-XENON(Telstra)**
Company	:	**Wipro Limited**
Client	:	Telstra (Other microservices)
Environment	:	Java, Spring, Spring Boot, Hibernate, Couchbase, RabbitMQ, AWS, SQS, Git, Docker, Kubernetes CI/CD
Role	:	Sr. Software Engineer
Back End	:	Mongodb- No SQL, MySql
Status	:	2018(Oct) – 2020(Jan)

Description:

- Telstra is a telecom service provider company. This project is basically a spring boot restful web service, which is used by other microservices.

Roles and Responsibilities:

- Involved in coding and implementation.
- Involved in deploying service to aws.
- Involved in support and optimisation.

Project # : **Smart Farm Services API (Product)**
Company : **CropIn Technology**
Client : Mobile app, Smart Farm Web
Environment : Java, Spring, Struts, JSP, SpringMVC, Hibernate, Intellij, AWS, CI/CD, Docker, Kubernetes
Role : Sr. Software Engineer
Back End : Oracle DB, MySql
Status : 2013-2018

Description:
This project is developed using the Spring Boot framework as a RESTFul API and consumed by in-house apps like web/mobile.

Roles and Responsibilities:
- Responsible for creating REST APIs and services.
- Developed the REST application using Spring Boot.
- Involved in coding and implementation
- Involved in API testing using Postman
- Involved in writing junit test cases using mockito framework.

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Project # : **Farm Management System(Product)**
Company : **CropIn Technology**
Client : PepsiCo, Field fresh, Omnikan, ITC.
Environment : C#, Visual Studio, DOT.NET, ADO.NET, Microsoft SQL, Server2008, Angular 1.x, Bootstrap UI
Role : Full Stack Developer
Back End : SQL Server, MySql
Status : 2012-2013

Description:
This project is developed for farm monitoring and management. It keeps track of a crop life cycle from sowing to harvest.
Roles and Responsibilities:
- Involved in writing code in c# .net framework
- Responsible for creating WCF web services.
- Complex business logic implementation to meet customer requirement
- Responsible for designing frontend GUI screens.
- Responsible for maintaining and creating web pages
- Developed Web Pages with a consistent look and feel, using Asp.net 3.0
- Involved in writing client side validations using javascript/jQuery
- Involved in writing client side validations, making sure the pages validate and fixing JavaScript errors.
- Extensive use of Ado.Net in the data access layer to access and manipulate data in the database.
- Involved in creating tables,stored procedures,functions and views .
- Involved in writing complex and optimized SQL query.