Anish Singla

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TECHNICAL SKILLS

Languages: Java, C++, Go, JavaScript/HTML/CSS
Databases: Couchbase (NoSQL), ClickHouse, PostgreSQL, MySQL
Frameworks: Tailwind, Node.js/Express, Google Test
Developer Tools / Tech: OpenTelemetry, Fluent Bit, Azure, Git, Docker, Prometheus, Grafana, Kafka

SUMMARY

Software Developer with over **5 years of experience** in building and maintaining **backend systems**. Skilled in **Java, C++, Go, and databases**, with a strong focus on designing scalable solutions and optimizing system performance. Passionate about solving complex problems, enhancing observability, and improving reliability across distributed architectures.

EXPERIENCE

Senior Software Engineer
June 2025 – Present
Visa Inc.
Bangalore, India

- Part of the **Observability and Operations** team, building and architecting the **VISION platform** (Visa Integrated Solution for Intelligent Observability and Notification) — an end-to-end open-source replacement for Splunk.
- Designed and implemented distributed, cost-efficient observability pipelines using **Fluent Bit**, **Kafka**, **OpenTelemetry Collector**, **ClickHouse**, **Prometheus**, **Grafana**, and **OpenSearch**.
- Optimized ingestion, storage, and querying to handle VISA-scale transaction volumes, significantly reducing observability infrastructure costs.
- Developed a custom **Micrometer-based Java Agent** ("Opera Observability Agent") enabling VISA applications to auto-instrument and expose out-of-the-box metrics for Prometheus scraping.
- Collaborated with cross-functional teams to standardize observability practices, improve monitoring coverage, and accelerate integration timelines.

Software Development Engineer 2
Aug 2020 – May 2025
Amadeus IT Group
Bangalore, India

- Worked on the **Core Reservation Team** in the **ACRS** product, managing reservation systems for major global **hotel chains**.
- Designed and developed a scalable **backend** for group booking functionality, enabling large-scale reservations with improved efficiency.
- Achieved an average API response time of **80ms**, outperforming the **350ms SLA** by over **40%** while processing 6,000+ transactions per second.
- Created an internal testing tool using **Java** and **Spring Boot** to automate regression tests and streamline API investigations.
- Built a real-time monitoring system using **Grafana** and **Prometheus** to track API performance and storage metrics, enhancing operational visibility.
- Led EPICs within the **SAFe framework**, collaborating with stakeholders on solution design, HLD documentation, and feature delivery.
- Migrated approximately **1.5 million reservations** across **15 properties** during a major customer onboarding project, ensuring seamless system integration.
- Delivered **critical production support**, resolving high-severity issues using a Python-based toolkit for investigation and patching, minimizing downtime.

EDUCATION

Punjab Engineering College
Chandigarh, India
Bachelor of Technology in Electronics and Communication (CGPA: 8.1)
May 2016 – May 2020

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (AZ-900)