

Anish Singla

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SKILLS & INTERESTS

Languages: C++ / C, Golang, Python, SML/Racket

Databases/Frameworks : Couchbase, Oracle, MySql, Postgres

Tools/Platforms : Azure, Jenkins, Docker/Kubernetes, Openshift

Courses/Certifications: AZ-900, AZ-500

WORK EXPERIENCE

Amadeus Labs

Software Development Engineer II

Bangalore

Aug '20-Present

Worked as a Developer in the Reservation Backend Team for Amadeus' Central Reservation System (ACRS), responsible for managing reservations, inventory, and shopping for some of the largest hospitality chains globally.

- Managed **Customer APIs** and associated features in **C++**, maintaining an average Response Time (**RT**) of **80ms**, in compliance with **200ms SLA**. The API efficiently handled a **throughput** of **6000 tps**.
- Designed and **deployed a new backend system** from the ground up to meet critical customer business needs. Oversaw and ensured a smooth transition to the production environment, contributing to an estimated company revenue in the billions of Euros.
- Developed a **real-time monitoring** system for customer-facing APIs, offering insights into throughput, response times, operational metrics of the storage, and overall system health. Employed Grafana and Prometheus within a pull model architecture.
- Developed an internal testing tool with **Java / Java Springboot**, which helps with better investigation and UI based use of the API services. Provides In-House access to encoding/decoding, hashing, Json-formatter, swagger support.
- Provided production support and **On-Call Support**, resolving high-severity tickets with Prio-A fixes, and adhering to Ticket SLAs.
- Acted as an EPIC Owner, collaborating with customers, Product Owners, and Solution Managers to design solutions and create **High-Level Design Documents**, operating within the **SAFe** (Scaled Agile Framework) framework.
- Contributed to quality assurance (QA) efforts, participating in end-to-end (E2E) testing, integration testing, and drafting comprehensive test plans and **Python**-based test scripts.

EDUCATION

Punjab Engineering College

B.Tech, Electronics and Communication Engineering (8.1 CGPA)

Chandiagr

May 2020

Buddha Dal Public School

XII (95 %)

May 2016

Patiala