Spoorthi Basu

Carmel, Indiana, 46032, (626)-362-9696
LinkedIn | Portfolio | spoorthibasu@gmail.com

PROFESSIONAL EXPERIENCE

Software Engineer, Genesys Cloud Services, March 2021 – Present | www.genesys.com

- Led development of scalable, distributed systems and backend features for the Genesys Cloud platform, improving platform reliability, supporting high-throughput workloads, and reducing latency by 25%.
- Designed systems architecture for scalable, high-availability services, achieving 99.99% uptime and fault tolerance across customer-facing components, resulting in a 40% drop in customer-reported incidents.
- Delivered real-time analytics dashboards and performance reports using Java, Kafka and SQS for event-driven messaging, and Redis for low-latency caching, enabling a 30% improvement in agent and queue monitoring.
- Developed REST APIs using Java (Spring Boot, JPA, MVC), integrating with AWS services (ElastiCache, DynamoDB, EC2) to ensure cloud scalability and tested with Postman and Swagger, improving reliability by 30%.
- Built unit and integration tests with Testcontainers (Kafka, LocalStack), Docker, JUnit, and Mockito to simulate real-time workflows and validate AWS interactions, achieving 90%+ coverage and improving system resilience.
- Streamlined CI/CD workflows using Maven and Bitbucket, reducing deployment time by 20% and collaborating in Agile sprints with cross-functional teams using Jira and Genesys Cloud to release high-impact features biweekly.

Software Engineer, Coding Minds, July 2020 – February 2021 | www.sharemyworks.com

- Designed and developed the academic management system using web service technologies.
- Performed requirement analysis, design, development, and deployment in an Agile environment using Scrum.
- Developed RESTful services using Java and performed CRUD operations on the MySQL database.
- Tested full-stack web services using Swagger and dev tools, working across MySQL-integrated applications.
- Utilized React for frontend and Java, Node.js for backend development, deploying the application with Heroku.

Grad Student Assistant, California State Polytechnic University Pomona, Feb 2019 – May 2020 | www.cpp.edu

- Designed and developed, a cross-browser compliant Academic Programs website, employing mastery of front-end and back-end languages like, Java, JavaScript, CSS, HTML, and Bootstrap 3 front-end framework.
- Created and deployed graduate student onboarding module with self-service tools to streamline onboarding.
- Performed regular testing, deployment, and bug fix in an agile development environment by actively gathering feedback and continuously improving the features to satisfy student needs.

TECHNICAL SKILLS

- **Languages & Technologies**: Java, C++, Python, JavaScript, SQL, AWS, MySQL, DynamoDB, Redis, SQS
- **Web & Front-end**: REST, HTML5, CSS3, jQuery, Bootstrap, AJAX
- **Frameworks & Libraries**: Spring Boot, Spring MVC, React, Apache Kafka, WireMock, Testcontainers
- **Testing & Tools**: JUnit, Mockito, Postman, Swagger, Maven, Bitbucket, Git, Docker, LocalStack, Failsafe, JIRA
- **Monitoring & Observability:** New Relic, Sumo Logic
- **Concepts & Practices**: Data Structures & Algorithms, Object-Oriented Design, TDD, CI/CD, SDLC, Agile, Scrum

EDUCATION

Master's in Computer Science, California State Polytechnic University Pomona (May 2020) - GPA: 3.66

Bachelor's in Computer Science, Dr. Ambedkar Institute of Technology, India (June 2018) - GPA: 4.0

TECHNICAL PROJECTS

Automated Clinical System for General Check-ups web application | Link

- Conceptualized, designed, developed and deployed the website on AWS for a clinic, which enabled the patients to view doctors near-by based on their pin code and take appointments.
- Developed using Java, JavaScript, HTML, CSS, and JSP, with JDBC to connect to MySQL for record storage.

Machine Learning – Hair and Skin Segmentation analysis (Kaggle Competition) | Link

- Created a linear regression model to determine accuracy of the Boston dataset using algorithms such as Gradient Descent, Stochastic Gradient Descent with an accuracy of 83% using Google Colab.
- Developed deep autoencoder using U-NET model for hair and skin segmentation using Keras, tested it on Celeb-A dataset using Python, Keras, Numpy, scikit-learn.