Spoorthi Basu

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Portfolio | LinkedIn | Email

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)

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

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.