Spoorthi Basu

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PROFESSIONAL EXPERIENCE

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

- Architected and deployed scalable microservices handling 10M+ daily transactions for Genesys Cloud's CCaaS platform, reducing latency by 25% via Kafka-based event streaming, AWS optimizations (ElastiCache, DynamoDB), and load-balanced REST APIs (Spring Boot).
- Designed globally distributed, fault-tolerant services achieving 99.99% uptime (four-nines SLA), cutting production incidents by 40% via circuit breakers, rate limiters, and regional failover strategies.
- Built real-time analytics pipelines (Java, Kafka Streams, Redis) that improved contact center agent efficiency by 30%, enabling dynamic queue routing and SLA forecasting for 50K+ users.
- Developed high-throughput REST APIs (Spring Boot, AWS) serving 5K+ RPS, improving reliability by 30% through connection pooling, idempotency keys, and automated Swagger/Postman test suites.
- Owned end-to-end testing and deployments, achieving 90%+ test coverage (Testcontainers, JUnit 5) and reducing CI/CD pipeline time by 20% via parallelized Maven builds and immutable AMI deployments.
- Resolved P0/P1 incidents (PagerDuty) within 15-minute SLA and mentored a junior engineer via ticket collaboration and service walkthroughs, reducing their onboarding time by 50%.

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 & Frameworks:** Java, Python, JavaScript, SQL, C++, Spring Boot (MVC, JPA), React
- **Cloud & Distributed Systems:** AWS (EC2, DynamoDB, ElastiCache, SQS), Apache Kafka, Redis, REST APIs
- **DevOps & Testing:** Docker, Terraform, Jenkins, CI/CD, JUnit, Mockito, Testcontainers, LocalStack
- **Tools & Monitoring:** Git, Maven, Postman, Swagger, New Relic, Sumo Logic
- **Core Concepts:** System Design, Distributed Systems, Object-Oriented Design (OOD), Test-Driven Development (TDD), Data Structures & Algorithms

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 pincode 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.