

## PROFESSIONAL EXPERIENCE

**Software Engineer**, Genesys Cloud Services, March 2021 – Present | [www.genesys.com](http://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](http://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](http://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.