Srihari Busam

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Profile

* 18+ years of experience in high-quality software design and development.
* Designed and delivered multiple platforms using microservice architecture.
* Tech-lead multiple customer-facing systems from idea to shipping.
* Built distributed systems leveraging Amazon AWS as well as Microsoft Azure resources
* Defined process to help standardization and compliance. Identified and improved existing engineering processes.
* Programming languages used: C++, C#, JavaScript, typescript, python.
* I will be finishing my M.S in applied data science by 2022 Q1. Learned exploratory data analysis and building machine learning models to address anomaly detection, forecasting, and classification problems.

# Experience

## STAFF SOFTWARE ENGINEER – QUALTRICS – 2019 – PRESENT

* Currently, tech-leading Qualtrics Dashboards backend team. Presently working on migrating an existing system to AWS.
* Currently, tech-leading unified export systems for Qualtrics products and reporting apps. Re-architected existing monolith into workflow architecture leveraging AWS step functions. We implemented scheduled exports, built shadow infrastructure, migration planning, and execution. Export workflow serves about ~500k exports per month.
* Tech-lead Distribution Reporting feature. Microservices involve about ~1.2Million events a day and provide real-time survey lifecycle information.
* I am driving Reporting org-wide initiative to do Design reviews. I am part of v teams that standardize internal REST APIs MongoDB experiences across Qualtrics.

## SENIOR SOFTWARE ENGINEER – MICROSOFT CORP — 2006-2019

* Tech-lead Microsoft Azure diagnostics platform. This platform provides customers to run real-time diagnostics on resources. The platform served about ~500k requests per day.
* Tech-lead for [Azure Service Health feature](https://azure.microsoft.com/en-us/features/service-health/#documentation). This service is aimed to let customers know about the Azure incident's impact on their Azure resources. I Designed the system. Ramped up new dev on the architecture and co-developed the system from PoC to production in 4 months.
* Senior technical member of [Microsoft Support and Recovery Assistant](https://diagnostics.outlook.com) team. I designed and Implemented features related to user sign-in diagnostics. I hold four patents on the diagnostics system development.
* Designed and implemented Calendar Repair Assistant feature in Microsoft Exchange (Office 365). This service processes about ~20Million appointments in a week. This service is critical to maintaining calendar integrity between the organizer and attendees.
* Fixed and shipped over 30+ security patches to Microsoft Windows stack over 5 years in Microsoft Windows Org. Each path was delivered to ~500M- 1B computers. I Shipped multiple Service packs for Windows XP, Windows Vista, Windows 8.
* Managed a team of 5 people in Windows org handling all Windows Multimedia servicing for multiple Microsoft Windows versions. Built the team from the grounds up.

## PRODUCT ENGINEER – COREOBJECTS PVT LTD— 2004-2006

• Designed and implemented automated processing of documents and information extraction using rule-based algorithms. System built using C++ Windows services with a throughput of 10k documents per day.

## MEMBER OF TECHNICAL STAFF –ALOHA TECHNOLOGIES PVT LTD—2004-2004 SOFTWARE ENGINEER - CYBAGE SOFTWARE PVT LTD – 2003-2003

* Implemented Patch framework technology for “Secure Global Desktop” product. This helped reduce the downtime of the server and have maximum availability.
* I worked on Features like the AutoPilot feature, a self-healing configurable maintenance system. This system helped all the servers are kept updated with latest bits without any downtime.

**ACADEMIC PROJECTS**

**Single Cell Classification: March 2021**

This project is about the classification of protein cells based on [Kaggle competition](https://www.kaggle.com/c/hpa-single-cell-image-classification). I worked with another classmate on this project to build a deep learning image classification model using Google TensorFlow. Our team scoped to classify 12 classes of protein cells, and we achieved 66% accuracy, while the Kaggle leaderboard had about 44% accuracy when we started. You can find more details about the project [here](https://github.com/srihari-busam/hpa-deep-learning)

# Education

* [In Progress] M.S. in Applied Data Science from Syracuse university
* B.Tech [Electrical and Electronics Engineering] from JNTU Hyderabad, India 2002
* Diploma in Advanced Computing, CDAC Bangalore, India 2003

# Patents

* 10585788: State-based remedial action generation
* 10445196: Integrated application issue detection and correction control
* 10394633: On-demand or dynamic diagnostic and recovery operations in conjunction with a support service
* 10241848: Personalized diagnostics, troubleshooting, recovery, and notification based on application state

WORK AUTHORIZATION – Permanent Resident