

Shamsher Ahmed

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SUMMARY

- Principal Engineer specializing in back-end development, microservices, and DevOps. Expertise in Python, Java, Kubernetes, and cloud technologies. Proven leader in system scaling, performance optimization, and mentoring high-performance engineering teams.

EDUCATION

- **University Institute of Engineering & Technology** Chandigarh, India
B.E. in Computer Engineering (Affiliated to Panjab University) August 2011 - May 2015

TECHNICAL SKILLS

- **Languages:** Python, Java, Golang
- **Frameworks:** Spring MVC, Spring Boot, Spring AOP, Spring Batch, Spring Security, Helm Charts, Spring Cloud, Spring WebFlux, Kafka, Microservices
- **Technologies:** AWS, Docker, Kubernetes, SAML, LDAP, Codefresh, Jenkins, Maven, Google Cloud Platform (GCP) (Troubleshooting, Logs)
- **Databases:** MySQL, PostgreSQL, MongoDB, Redis, Couchbase

WORK EXPERIENCE

- **Hughes Systique** Fort Lauderdale, USA
Senior Principal Engineer (Backend) - Full Time April 2024 - Present
 - : Led the design and implementation of a scalable microservices architecture for a next-generation telecom platform, reducing latency by 40% and improving system reliability.
 - : Spearheaded the migration of legacy systems to Spring Boot and Kubernetes, resulting in a 50% reduction in deployment time and improved resource utilization.
 - : Mentored a team of 8 engineers, fostering a culture of continuous learning and innovation, which led to a 30% increase in team productivity.
 - : Collaborated with cross-functional teams to define technical roadmaps and ensure alignment with business goals, delivering projects 20% ahead of schedule.
 - : Implemented advanced monitoring and alerting systems using Prometheus and Grafana, reducing downtime by 60%.
- **Hughes Systique** Bangalore, India
Principal Engineer (Backend) - Full Time April 2021 - March 2024
 - : Designed and developed a high-performance API gateway handling 10,000+ requests per second, improving system throughput by 35%.
 - : Led the adoption of DevOps practices, including CI/CD pipelines using Jenkins and GitLab, reducing manual errors and deployment time by 50%.
 - : Optimized database queries and indexing strategies for MySQL and MongoDB, resulting in a 70% improvement in query performance.
 - : Collaborated with product managers to translate business requirements into technical specifications, ensuring timely delivery of features.
 - : Conducted technical workshops and training sessions for junior engineers, improving team competency and reducing onboarding time by 40%.
- **nFactorial Analytical Sciences Pvt Ltd** Bangalore, India
Software Engineer (Backend) - Full Time May 2017 - March 2021
 - : Set up and managed three projects simultaneously from end to end, ensuring timely delivery and high-quality standards.
 - : Participated in the entire application life cycle, focusing on coding and debugging, which reduced production issues by 25%.

- : Handled the backend, iOS, and Android applications from end to end, improving cross-platform consistency and user experience.
- : Participated in Agile ceremonies, including sprint planning, daily stand-ups, and retrospective meetings, contributing to the team's continuous improvement.

• Webnoo Technologies

Delhi, India

Software Developer

May 2016 - April 2017

- : Collaborated with a senior developer to develop a new API for third-party developers, resulting in higher customer satisfaction and decreased support tickets by 30%.
- : Developed a web application using Spring Framework that integrated with existing legacy systems to create a SAAS-based application.
- : Designed and implemented a Model-View-Controller-based Java web application with Spring Framework backed by Okta Authentication.

• Infosys Ltd

Mysore, India

System Engineer - Intern

August 2015 - February 2016

- : Crawled data from social websites and organized relationships into a social network for further research.
- : Created a real-time chat application in Python, improving team communication efficiency by 20%.
- : Learned MySQL database and implemented it in the chat application, ensuring data integrity and scalability.

PROJECTS

- **Safety Application for Cruises:** This project enhances cruise safety by preparing crews and guests through a digital platform. It offers training, real-time alerts, and emergency protocols, ensuring awareness and quick response to emergencies for a safer and more secure cruise experience.
 - : Led the design of an emergency response system, streamlining crew duties and ship data, boosting safety, efficiency, and compliance for enhanced emergency preparedness.
 - : Migrated safety services and Android apps from Jenkins to GitLab CI/CD for seamless integration, better visibility, lower maintenance costs, and a streamlined DevOps workflow.
 - : Designed and developed an automated guest/crew ingestion system for ships, integrating with dependent systems to streamline data flow and enhance operational efficiency.
 - : Led code reviews, mentored juniors, and promoted best practices, driving high-quality, scalable software development and fostering team growth for excellence.
- **Comtech vMLC Dashboard:** The Virtual Mobile Location Center is a unified gateway server offering network-based applications. It manages components' health states, alarms, faults, and alert generation. It includes 3G, 4G, and 5G mobile gateway centers.
 - : Implemented continuous integration and deployment (CI/CD) pipelines using GitLab DevOps and Docker, reducing deployment time by 80%.
 - : Conducted code reviews and mentored junior developers, ensuring adherence to coding standards and best practices.
 - : Optimized database queries and the Spring Batch module to increase efficiency by 90%.
 - : Created REST APIs for the vMLC dashboard to aggregate results from multiple sites, enabling a collective view and performance analysis.
- **n!Gage - Employee Feedback:** This employee feedback system enhances employees' experiences through continuous listening, understanding feedback, and providing actionable data to employers.
 - : Handled the entire n!Gage Android application from designing to developing APIs, improving user engagement by 25%.
 - : Implemented an automated mail system for regularly sending feedback emails to customers, increasing response rates by 40%.
 - : Developed an automated system to create a tenant database, reducing setup time by 50%.
 - : Developed the Manage Budget module, which automatically distributes points among managers for peer-to-peer recognition.

ACCOMPLISHMENTS

- **Project Manager:** Team of the Year, 2023
- **First Prize:** CODEKRITI, Technical Committee event
- **ACM ICPC:** India Finalist, Amritpuri, 2017