

GAURAV KUMAR

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PROFILE

Software Engineer with strong back-end and front-end expertise in building and scaling high-traffic, customer-facing systems. Experienced in modernizing legacy platforms into resilient microservices, improving performance, reliability, and maintainability across business-critical flows accessed on every app visit. Proven track record of owning API design, data aggregation, and downstream integration while consistently meeting production Service Level Agreements (SLAs). Known for driving quality through testing, safe rollout strategies, and mentoring teams to deliver stable, scalable solutions under peak traffic conditions.

AREAS OF EXPERTISE

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|------------------------------|--------------------|------------------------|------------------|
| • Java | • Spring Framework | • Reactive Spring | • Docker |
| • Kubernetes | • Microservices | • Kafka | • Kibana |
| • Javascript | • React JS | • Rest APIs | • SQL |
| • AI Tools - Cursor, Copilot | • Problem Solving | • Communication Skills | • CI/CD Pipeline |

PROFESSIONAL EXPERIENCE

SDE 3, Verizon Data Services

2019

Hyderabad

Platform Modernization & Scalability

- Led an incremental migration of multiple high-traffic customer-facing services from a legacy Spring-based architecture to a microservices-based asynchronous model, improving responsiveness and maintainability across Usage, Plans, and Value Center modules.
- Refactored legacy implementations and standardized code quality, resulting in a reduction in page load time from 4.2s to 2.6s. Supported ~1M daily requests during normal business hours and up to 2M requests/day during peak events such as major device launches.
- Business-Critical Customer Modules Owned the design and optimization of Usage, Plans, and Value Center services, which are accessed on every application visit and form a critical customer experience path.
- Led API design, real-time data aggregation, and integration with downstream billing and offer systems, ensuring accuracy and low latency. Implemented resilient fallback mechanisms to provide graceful degradation during partial outages, preventing generic failure screens and preserving user experience.
- Promotional & Revenue-Supporting Features Led backend development for Landing Page, Offers, and Refer-a-Friend flows through targeted rewrites and enhancements to support promotional traffic.
- Designed APIs to serve personalized and strategic offers and implemented referral tracking logic to support acquisition campaigns. Optimized services for promotion-driven traffic spikes, ensuring reliability during high-visibility business events.
- Built and maintained responsive, user-friendly interfaces using React.js, enabling seamless integration with backend microservices and improving overall user experience.
- Developed reusable components and optimized rendering performance using modern React practices (hooks, state management), contributing to faster load times and scalable frontend architecture.

Production Launch & Reliability Ownership

- Drove production launch strategy in collaboration with architecture teams by adopting feature flags, gradual rollouts, and real-time monitoring dashboards. Ensured backward-compatible API changes to support multiple client versions in production.
- Consistently met performance SLAs and proactively monitored rollouts, enabling early detection of issues and preventing customer-impacting incidents.

Quality, Testing & Engineering Excellence

- Improved code quality and release confidence by strengthening unit test coverage and enforcing consistent coding standards across services.
- Integrated testing into CI workflows and leveraged AI-assisted development tools to identify potential issues early in the development cycle, reducing late-stage defects and improving delivery reliability.

Mentoring & Leadership

- Mentored vendor and junior engineers on coding standards, design practices, and production-readiness expectations.
- Conducted regular code reviews and provided technical guidance, helping teams catch issues early and improve overall delivery consistency.

ACCOMPLISHMENTS

- Filed A Patent on Scene Based Search
- Received Verizon Spotlight Award Multiple times(6 times)

EDUCATION

Anurag University BTECH (CSE) 2014-2018 - 81%	2014 to 2018
Nayarana College PRE-UNIVERSITY 2012-2014 - 89%	2012 to 2014
Sri Sai Public School HIGH SCHOOL 2012 - 81% (ICSE)	2012 to 2012

LANGUAGES

ENGLISH, HINDI, TELUGU