JAWAHAR BABU

Senior Software Engineer| Full Stack | Distributed Systems | Cloud-Native Architectures

Visa Status: Job Seeker Visa | Availability: Immediate Joiner, Current Location: Dubai, UAE
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PROFESSIONAL SUMMARY

Senior Full Stack Engineer with 10+ years of experience architecting and delivering cloud-native enterprise platforms from scratch to production. Specialized in building scalable backends with Node.js, GraphQL, and AWS serverless (Lambda, Step Functions, Kinesis, Flink) and interactive frontends with React and Angular. Drives engineering quality through rigorous code reviews and cross-functional collaboration with product, design, and director-level stakeholders. Proven in maintaining high-availability production systems (99.9% uptime) and delivering high-output releases that improved reliability and reduced operational overhead.

CORE SKILLS

- **Backend Engineering:** Node.js, GraphQL, REST APIs, NestJs, Microservices, API Design, Serverless Architecture
- **Frontend Engineering:** React.js, Redux, NextJs, Typescript, Angular, HTML5, CSS3
- **Cloud & Data:** AWS Lambda, API Gateway, WAF, Step Functions, SQS/SNS, Kinesis, Flink, S3, Aurora PostgreSQL, DynamoDB, ElastiCache Redis, Elasticsearch, MongoDB
- **Security & Architecture:** OAuth 2.0, RBAC, Okta, Lambda Authorizers, High Availability, Disaster Recovery
- **Testing & Engineering Practices:** Jest, CucumberJS, CI/CD, Docker, Code Reviews, Root Cause Analysis
- **Automation & Rules Engines:** Drools, UiPath, Google Apps Script, RPA, Generative AI Integration

PROFESSIONAL EXPERIENCE

GARTNER | **Senior Software Engineer (Full Stack)** November 2024 – August 2026

Project: Enterprise Research Publishing & Workflow Platform

- Designed and developed an enterprise workflow management platform integrated with Google Workspace Add-ons to streamline research documentation and publishing workflows.
- Architected GraphQL-based serverless backend services using Node.js, TypeScript, AWS Lambda, and Aurora PostgreSQL, implementing Okta authentication and AWS WAF security controls; improved API latency by 35%.
- Developed modular React.js and TypeScript components with granular role-based access control (RBAC), strengthening application security.
- Implemented Elasticsearch indexing to optimize document search and reduce database query load, improving search performance by 45%.
- Improved platform reliability through proactive monitoring, root cause analysis, disaster recovery testing, and production support, achieving 99.9% uptime.
- Mentored 3–5 engineers, conducted architecture discussions and pull request reviews, and improved engineering quality.
- Integrated Generative AI services to improve analyst productivity and optimized Google Apps Script document-to-JSON conversion to resolve execution timeout issues.

COMCAST | Development Engineer 2 February 2021 – November 2024

Project: Event Management & Incident Remediation Platform

- Architected scalable event-driven serverless applications on AWS, processing millions of high-volume alarms from OP5, routers, hubs, and switches; leveraged SQS for queue management, Step Functions for orchestration, and Drools for rule evaluation to automate incident creation, remediation, suppression, and updates.
- Developed AWS Flink streaming application (Java) to consume multiple alarm streams, applying 10-minute sliding windows for correlation and anomaly detection; implemented alarm mapping to identify root causes and suppress child alarms, ensuring accurate incident management.
- Optimized SQS message handling and Step Functions orchestration, reducing workflow execution latency by 30% and improving throughput under peak load conditions.
- Improved Redis performance by implementing TTL-based key management, cutting memory footprint by 50% and enhancing query efficiency for long-running workloads.
- Adopted RDS Proxy for Aurora connections, reducing database workload and connection overhead, improving query response times by 25% and stabilizing performance under concurrent traffic.
- Enhanced automated testing with Jest and CucumberJS, achieving 95%+ coverage and improving execution speed by configuring parallel worker nodes in CucumberJS.
- Provided full production support and release management, mentoring a team of 3–4 engineers, conducting detailed PR reviews, and driving secure deployments with Snyk upgrades — achieving 90% Lambda patch compliance and maintaining >90% backend test coverage.

MOVATE (Formerly CSS Corp) | Specialist September 2016 – February 2021

Project: ALE Automation Platform (Client: Alcatel-Lucent Enterprise)

- Architected and delivered an unattended RPA automation platform using Node.js, Angular, and MongoDB, automating 50%+ of manual customer support workflows and reducing average case resolution time by 35%.
- Designed a custom Salesforce Email-to-Case integration that ingested raw email traffic, passed data to supervised ML APIs for intent classification, and triggered unattended UiPath bots via OAuth 2.0 — improving ticket triage accuracy by 40%.
- Developed interactive, real-time analytics dashboards to monitor bot orchestration queues, operational health, and workflow accuracy, enabling proactive issue detection and reducing downtime by 25%.
- Managed and mentored a cross-functional team of 6 engineers (UiPath developers, UI/UX specialists, and ML engineers), driving delivery of Process Definition Documents (PDD) and improving sprint velocity by 20%.
- Collaborated with enterprise directors and stakeholders to align automation architecture with business priorities, achieving 70% reduction in manual escalations and ensuring adoption across multiple departments.

EDUCATION

- **Master of Computer Applications (MCA)** – Pondicherry Engineering College, 2013 – 2016
- **Bachelor of Science (B.Sc.) in Computer Science** – Tagore Arts and Science College, 2010 – 2013