

Satyam Mishra

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Professional Summary

Software Engineer with 6.5 years of experience in Software Development, Operations, Mentoring/Team Building Cloud setup and migration of complex and distributed systems running on multiple data centers.

Skills

- Worked** on Python (Django and Flask), GoLang, React, Java, TypeScript, JavaScript, Trino, REST API, Microservices
- Proficient in Golang, Python
- AWS:** *Certified solution Architect*
- Database:** MongoDB, Cassandra, Postgres, SQL,
- Source control:** GitHub, GitLab
- Others:** Dockers, Kubernetes, SonarQube, Kafka

Certification And Awards

- AWS Certified solution Architect** (Validity: 24/10/2023 – 23/10/2026)
*Registration Number: *****6174*
- Quarterly AWARD Winner (April 2023 – June 2023)
- Quarterly AWARD Winner (July 2022 – Sep 2022)

Work History

06/2021 to Current

Senior Software Engineer || ConnectWise.Bengaluru

- Removing security vulnerability of **BrightGuage Application**, this application runs on Django framework.
- Implementing REST API in **BrightGuage** Application using GoLang.
- Migrating **BrightGuage** on new infrastructure to make it highly scalable and available in production environment.
- Deployed highly scalable and available **Trino cluster** on AWS EKS which uses AWS glue as a connector for **BrightGuage 2.0**.
- Added Project survey automation support on **SmileBack** Application.
- Written CI/CD pipeline for **SmileBack** application to migrate it on ConnectWise platform to support standard pipeline.
- Implemented Two Factor Authentication(2FA/MFA) on **SLIQ** Application.
- Worked **Serverless cost helper** project, this application is designed to save AWS cost & alerts the DevOps team if they are not following standard of **security guideline** or AWS is **charging too much** for resources.
- Written CI/CD pipeline for SLIQ Marketing Website (URL: <https://www.service-leadership.com/>)
- We are saving \$ **1M** per month through AWS Serverless cost helper project.

11/2018 to 05/2021

Software Engineer-II | ConnectWise. – Bengaluru

- Worked As **SME of MSP** (Managed Service Provider) Billing for **Reconcile** Application.
- Worked on 360 Assessment report (Application: **ConnectWise Fortify**) to create vulnerability & patch report of the client machine.
- Trained New Joiners on GoLang & Cassandra.
- Migrated **Unite & CloudConsole** all code as per SonarCube standard.
- Provided support/guidance to developers for onboarding their applications to Dockers/Cloud.
- Worked on Deployment, Monitoring, Patching and incident management, PR planning and execution.
- Designed Billing Module of ConnectWise Unite.
- Created Ticket resolution script which semi-automated the process of resolving user issues. Script has ability to suggest root cause and add logs etc. to work log section. **Daily effort for working on tickets was reduced to 1hr per day twice a week.**
- Worked on Partner ticket to resolve partner issue to help **running at a time.**
- Customised open-Source Go-Chart library** as per our project requirement.

07/2017 to 10/2018 **Software Developer HashInclude Computech Pvt. Ltd. – Bengaluru**

- Created Hybrid Application (AWS Uploader) to push/pull the code from/to the server by any devices.
- Created AI Application (Ada Agent) to respond on customer common queries.
- Added **Notification Service** on ConnectWise Chat Application.
- Created RCA for bugs and issues and prioritizing them with Dev based on impact.
- Created scripts for metadata update, monitoring locker performance etc.

Education

- 2016 **B. Tech (CSE) from Dr. APJ Abdul Kalam Technical University**
- 2012 **12th from UP Board**
- 2010 **10th from UP Board**