

# PUNITH C K

## Senior Software Developer

Dynamic and accomplished Senior Software Developer with over 5 years of hands-on experience in designing, developing, and deploying innovative software solutions. Seeking to leverage expertise in Golang, Java, Python, and PHP to contribute to cutting-edge projects within a dynamic team environment. Proficient in cloud technologies such as AWS, Docker, Kubernetes, and Beanstalk, with a proven track record in DevOps practices and database management using MySQL. Skilled in project management methodologies and adept at leading cross-functional teams toward successful project outcomes. Committed to continuous learning and mentorship, with a passion for fostering a collaborative and growth-oriented work culture.



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## PROFILE SYNOPSIS

Proficient in DevOps practices, leveraging tools such as Jenkins, Ansible, Bash scripting, Linux, and Git to automate deployment processes, manage infrastructure, and ensure efficient version control.

Experienced in database management, particularly MySQL, with a focus on designing optimized schemas, data migration, and maintaining data integrity.

Well-versed in project management methodologies like Agile, utilizing tools such as Jira for effective project planning, task management, and progress tracking.

Strong leadership abilities demonstrated through roles as President and VP of Education in Toastmasters, with a passion for team mentoring and guiding junior developers toward success.



## WORK EXPERIENCE

### Senior Software Developer

Exotel Techcom Pvt Ltd

04/2021 - Present

Bangalore

#### Achievements/Tasks

- Currently orchestrating automated invoice generation and seamlessly integrating the Exotel billing system with ERP (Microsoft Business Central), streamlining billing processes for enhanced efficiency.
- Designing and implementing a credit limit and approval flow for Exotel billing, bolstering financial control measures and ensuring seamless transaction management.
- Actively resolving diverse issues as an on-call engineer, notably identifying and rectifying revenue leakage **exceeding 1 Cr** to optimize revenue streams.
- Spearheading the expansion of billing operations into the **UAE** and other new markets, driving revenue growth and market penetration strategies.
- Automating custom report generation for all customers, leveraging advanced tools to optimize data analysis and reporting efficiency continually.
- Implementing a Low Balance Notification system for Exotel, ensuring proactive management of account balances and seamless customer communication.
- Continuously enhancing proficiency in Golang, Java, Python, Rest API, Docker, Kubernetes, AWS, Jenkins, Apache Kafka, Beanstalk, MySQL, Jira, Agile, and PHP to stay at the forefront of technological advancements.
- Facilitating ongoing collaboration with development managers to strategize and execute software projects effectively, ensuring alignment with organizational goals and objectives.
- Conducting ongoing feasibility studies for upgraded software systems, evaluating potential enhancements and ensuring optimal system performance.
- Mentoring and training junior developers, assigning tasks, and providing guidance in coding, testing, debugging, and analytics, fostering a culture of continuous learning and professional development.



## AREAS OF EXPERTISE

Software Development

System Integration

Database Management

Project Management

Cloud Computing

Automation

Team Mentoring



## TECHNICAL SKILLS

Golang

Java

Python

Rest API

Docker

Jira

AWS

Kubernetes

Jenkins

Apache Kafka

Beanstalk

MySQL

Git

Agile

PHP

HTML

Ansible

Bash

Linux

Grafana



## VOLUNTEER EXPERIENCE

### President, VP Education, Mentor and Toastmaster

Indiranagar Pride

12/2021 - Present

Bangalore

#### Tasks/Achievements

- Recognized as a finalist in the Area-level Evaluation contest, showcasing expertise in evaluating speaking performances.
- Successfully chaired contests and presided over club events as President, fostering a vibrant atmosphere that led to a substantial increase in club membership from 6 to over 35 members.
- Facilitated a supportive and constructive environment conducive to learning and growth in leadership, communication, and public speaking skills.
- Played a pivotal role in guiding the club to achieve multiple awards in 2023, reflecting dedication to excellence and effective leadership.



## WORK EXPERIENCE

### Software Developer

Exotel Techcom Pvt Ltd, Bengaluru

07/2018 - 04/2021

Bangalore

#### Achievements/Tasks

- Engineered a scalable billing system with a **10X capacity** increase, ensuring robust performance under high loads.
- Seamlessly integrated Exotel payment collection with diverse **payment gateways**, enhancing payment processing efficiency and flexibility.
- Developed solutions for significant **billing SKUs** and established Standard Operating Procedures (SOPs) for streamlined operations.
- Proactively address issues and automated recurring tasks as an On-call engineer, optimizing system reliability and performance.
- Expanded proficiency in Golang, Python, Java, PHP, AWS, HTML, Jenkins, Ansible, Bash, Linux, Grafana, Git, MySQL, Apache Kafka, and Beanstalk.
- Designed and developed software programs to meet client needs, focusing on scalability, reliability, and user experience.
- Created interfaces between Exotel products and client software ecosystems, facilitating seamless integration and interoperability.
- Conducted comprehensive analysis of client software needs and architectures, informing strategic software development decisions.
- Authored software development specifications and functional analyses, documenting software operations and requirements effectively.
- Leveraged the latest technologies to build back-end products, ensuring modern and intuitive user interfaces for enhanced usability and engagement.



## PROJECTS WORKED ON

### Senior Software Developer

#### Projects Worked On

- Designed and implemented a robust **credit-limit system** for Exotel, enhancing financial control measures and ensuring responsible billing practices.
- Orchestrated the seamless integration of **Microsoft Business Central**, streamlining data flow and optimizing operational efficiency across departments.
- Spearheaded the development of a Low Balance Notification system, ensuring timely alerts to both customers and internal teams, thus facilitating proactive account management.
- Led the Recurring Payment project, automating payment processes and improving cash flow management for sustained business operations.
- Engineered a Custom Invoice Automation solution, leveraging automation to streamline invoice generation and improve accuracy.
- Setting up report generation systems and creating a versatile billing plan supporting all SKUs. Additionally, introduced Partial Billing functionality for enhanced billing flexibility.

### Software Developer

#### Projects Worked On

- Led the scale-up of the billing system using Kafka, ensuring scalability and reliability to accommodate increased transaction volumes efficiently.
- Implemented Invoice Automation, reducing manual efforts and errors in the invoicing process, thus improving overall productivity.
- Integrated Payment Link into the existing infrastructure, enabling seamless payment processing and enhancing customer convenience.
- Developed a robust system for processing payments, optimizing transaction handling, and improving financial transaction efficiency.



## EDUCATION

### > BE (Electronics and Communication)

U B D T College of Engineering

09/2013 - 06/2017



## CORE COMPETENCIES

Communication

Conflict Management

Critical Thinking

Collaboration

Adaptability

Attention to Detail

Problem-Solving

Team Collaboration

Time Management

Analytical Skills

Leadership



## INTEREST

Toastmaster (public speaker, mentor)

Books (loves David Allen's GTD Technique)

Trekking, Badminton, Vipasana



## LANGUAGES



English



Kannada



Hindi