

Visvas Nagarajan

Support Engineer and Java Full-Stack Developer

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WORK EXPERIENCE

Support Engineer Amazon

08/2022 - 07/2023

Achievements/Tasks

- Developed, deployed and end-to-end tested a bulk outreach feature, cutting email send time from 30-45 minutes to just 10 minutes, reducing user effort by 60%.
- Deployed alarms for service downtime and high CPU/memory usage, reducing ticket count by 20% annually and preventing high-severity incidents.
- Designed a feature to compile and zip ingestion files from S3, reducing user effort by 45%, preventing tool timeouts, and boosting book automation efficiency.
- Built an AWS QuickSight dashboard for real-time metrics, integrating data from multiple sources, which reduced file ingestion errors by 60% and improved publisher response tracking by 45%, enhancing business transparency and decision-making.
- Authored comprehensive documentation for three book deal automation tools, streamlining onboarding and knowledge transfer for new hires, and fostering a better understanding of the tools across the team.

Support Engineer Intern Amazon

02/2022 - 07/2022

Achievements/Tasks

- Implemented and tested a marketplace-specific pricing feature in the automated book deal tool, reducing pricing errors by 85% and ensuring accurate price calculations across different marketplaces.
- Enhanced the book automation algorithm to factor in user-defined priorities for book titles, leading to a 15% improvement in forecast accuracy and sales for upcoming book deals.
- Resolved front-end bugs and optimized file ingestion processes, enhancing user experience and increasing engagement by 10%, while streamlining the tool's workflow to support business operations effectively.

EDUCATION

Bachelor Of Technology

BS Abdur Rahman Crescent Institute of Science and Technology

07/2018 - 07/2022

9.38

Courses

- Software and hardware, Data Structure, Artificial Intelligence, Software Engineering

SKILLS

ReactJS

Python

AWS QuickSight

Java

MongoDB

AWS S3

JavaScript

JDBC

AWS

Flask

Git

Linux

jQuery

Bootstrap

SQLite

MySQL

C++

HTML

PHP

CSS

PERSONAL PROJECTS

Movie Review Website using Java Spring Boot, React JS and MongoDB (04/2024 - 04/2024)

- Built a movie review website with React JS and Java Spring Boot, integrated with MongoDB, improving data retrieval speed by 30%

IP Address Tracker (03/2024 - 03/2023)

- Developed a web application using the IPIFY API to track specific IP addresses, improving monitoring efficiency by 30% and enhancing user analysis capabilities.

Netflix Data Analysis using AWS QuickSight (07/2024 - 07/2024)

- Launched a comprehensive AWS QuickSight dashboard for analyzing Netflix titles, improving user accessibility and reducing query workload by 25%, cutting query time by 10 minutes.

Weather App (02/2024 - 02/2024)

- Designed a weather app integrating OpenWeatherMap for weather updates and Unsplash for imagery, boosting engagement to 300 views per week.

CERTIFICATIONS

AWS Certified Cloud Practitioner (02/2023 - 02/2027)

Have cleared the AWS Certified Cloud Practitioner Exam.

LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Limited Working Proficiency

Tamil

Native or Bilingual Proficiency