

SHUBHAM BANKA

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TECHNICAL SKILLS

Languages & Frameworks: Java, Python, JavaScript, Spring Boot, React, Node.js, AngularJS, Guice, JSP, PHP, REST APIs

Databases & Messaging: MySQL, Oracle, DynamoDB, MongoDB, Amazon SQS, Amazon SNS

Cloud & DevOps: AWS (EC2, Elastic Load Balancers, CloudWatch, S3, Lambda, CodePipeline, CodeBuild), Git, Splunk

Testing & Tools: JUnit, Mockito, JIRA, Confluence, ServiceNow

WORK EXPERIENCE

Software Development Engineer II, Amazon

Jan 2024 – Mar 2025

Seattle, WA → Gurugram, India

- Led end-to-end design and implementation of an auto-scheduling feature with default seller preferences for Amazon's cross-border shipping service, reducing order handling time by up to 30% and processing 100k+ orders weekly across thousands of merchants.
- Resolved 40+ recurring production incidents and built monitoring tools (logging, tracing, dashboards) that improved system uptime to >99.99% and reduced false alarms and on-call interruptions.
- Partnered with product, program, and operations teams to deliver customer-focused solutions that generated \$108K+ in annualized cost savings and eliminated 47.5K+ seller support contacts.
- Mentored engineers through design discussions and code reviews, improving engineering quality and knowledge sharing across the team.

Software Development Engineer I, Amazon

Jul 2021 – Dec 2023

Seattle, WA

- Delivered scalable solutions supporting the launch of Amazon's cross-border shipping service in 4+ countries, enabling 750+ pilot shipments and expanding international fulfillment capabilities.
- Architected fee structures and volumetric pricing models that drove seller adoption while maintaining profitability, delivering over 10% cost savings for sellers across multiple markets.
- Migrated a legacy frontend build system to a modern internal UI framework, resolving complex dependency issues, restoring all deployment pipelines, and improving build stability.
- Migrated legacy load balancing infrastructure to AWS Elastic Load Balancers and onboarded multiple AWS accounts, improving service availability and fault tolerance.
- Designed and deployed a compliance UI for cross-border fulfillment tracking, reducing manual errors by 50% in pilot flows between India and UAE.

Software Engineer Intern, PayPal

May 2020 – Aug 2020

Remote (based in Los Angeles, CA) — team based in Scottsdale, AZ

- Designed a web application to monitor conditional firewall approvals and data movement to third-party vendors, collaborating across multiple teams to define data requirements.
- Built REST APIs using Node.js and React to fetch real-time data from ServiceNow and other systems, powering up-to-date compliance dashboards.

Associate Software Engineer, Fidelity Investments

Jul 2017 – Jun 2019

Chennai, Tamil Nadu, India

- Reduced manual validation work for production installations by up to 40% by building automation scripts integrated with a self-service UI for a Tier-1 trading application.
- Implemented core features, including a points system and leaderboard, for the “Digital Toolkit” project within a 2-week deadline, using the MEAN stack and REST APIs.

EDUCATION

University of Southern California — M.S., Computer Science, Viterbi School of Engineering

May 2021

GPA: 3.57/4.0

SRM University — B.Tech, Computer Science

May 2017

CGPA: 9.42/10.0