

JACOB JOSE

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PROFESSIONAL EXPERIENCE

Genius Bank, a member of SMBC Group: Software Engineer, Phoenix AZ, USA

Aug 2024 - Present

- Developed, deployed, and maintains cloud-native **REST and GraphQL** microservices using **Kotlin** on Microsoft Azure, supporting core digital banking features like loans, deposits, and savings, serving over 1 million active users.
- Integrated with 10+ third-party vendors (e.g., credit bureaus, KYC providers) via secure API connections, reducing onboarding time for new services by 25%.
- Containerized and orchestrated microservices with **Docker** and **Kubernetes**, achieving 99.9% system uptime and reducing environment inconsistencies across dev and prod.
- Built CI/CD pipelines to automate testing and deployment, cutting average release cycles from 2 days to 6 hours while maintaining zero critical regressions.
- Led troubleshooting and patch releases for production issues, decreasing mean time to resolution (MTTR) by **35%** through enhanced logging and monitoring with Azure tools.
- Enhanced service response times by 30% through middleware optimizations, async processing, and improved data handling between internal systems and third-party APIs.

IBS Software: Software Engineer, Cochin, India

Sep 2016 - Oct 2018

- Streamlined development of a highly available **REST** based application service on **Azure**, having distributed system architecture with user management, reward points, reporting, and custom APIs for ANA Mileage Club loyalty program.
- Developed and implemented **API** logic using **Java Spring Framework**, Resolved performance issues, Managed deployments with **CI/CD**, Ensured thorough testing, and Prepared API documentation for seamless integration, contributing 0.3% to company GMV.
- Spearheaded development of ticket upgrade feature using **Java Spring MVC** following **Microservices** architecture for ANA Mileage Club, facilitating users to upgrade class with reward points, boosted customer ratings by 77%.
- Revamped TravelDoo-Expedia ticket booking dashboard by resolving over 90% bugs, performance bottlenecks, and by developing multiple user interface features in **Java**, improved time on page for average user by 2 minutes.
- Saved development time by over 7 hours per week by implementing a browser extension script for mocking CRUD operations.
- Decreased production issues by 10%, Ensured code quality doing peer-code reviews, Collaborated with cross functional teams for blocker resolutions and Conducted review meetings to establish the process workflow.

ON CAMPUS EXPERIENCE

EPICS at Arizona State University: Software Engineer

Jan 2024 - Aug 2024

- Extracted 10+ insights using **Python** to optimize online inventory management system for Mid East Canadian Pharmaceutical.

<https://getsummaryholdings.com/> : Application Developer, ASU Library

May 2023-Aug 2023

- Architected **Java Spring Boot** application for library operations, cuts down over 46 hours of manual work per week.
- Converted to **Open-Source** Project based on recommendations from California Digital Library technical team.
- Shortlisted for ASU Startup Seed Dec 2023 competition semi-finals.
- [Design Document](#), [GitHub](#), [ASU Library Instagram post](#).

EDUCATION

M.S. Software Engineering, Cybersecurity specialization, Arizona State University, Tempe, USA. **GPA 3.9/4.0**

Dec 2023

BTech. Information Technology, Cochin University of Science and Technology, Kerala, India. **GPA 8.16/10**

Apr 2016

TECHNICAL SKILLS

Programming Languages: Java, Kotlin, Android Java, Python, PHP, JavaScript, SQL, NoSQL, C, C++, C#

Technologies: Spring Boot, MVC, JPA, JMS, RESTful APIs, JSON, jQuery, JDBC, JSP, HTML5, CSS3, ReactJS, React Native, GraphQL

Database: NoSQL (MongoDB), Relational (MySQL, MS SQL Server, PostgreSQL)

Cloud Technologies: Docker, Kubernetes, MS Azure, GCP, AWS, CI/CD, Distributed systems, GitHub Actions, Jenkins

Tools: Git, GitHub, Bitbucket, Jira, Confluence, IntelliJ, STS, Postman, Mockito, Splunk, Apache Maven, Tomcat, Kafka, Spark, JMeter

Relevant Courses: Advanced Data Structures and Algorithms, Software Agility, Software Design, Software Security, Applied Cryptography.

PROJECTS

<https://bturnerlaw.vercel.app/>

[Design Document](#), **M.S. Capstone Project**, Fall 2023

Designed **NoSQL** database with multi-cloud architecture for performance tuning. Integrated Calendly, Developed Subscriber module and Image files management. Executed **Docker** Deployment with **CI/CD pipeline on Vercel, Render, MongoDB Atlas and MS Azure**.

<https://apiperformancemonitor.onrender.com>

[Design Document](#), [GitHub](#), **Personal Project**, Summer 2023

Designed, Developed with **Java Persistence API** and Deployed with multi-cloud architecture, **MongoDB** database, **JWT** authentication, **Microservices** for scalability and **CI/CD** pipeline for DevOps. Applications can make POST requests to the REST API.

Android APK Malware Detection using Machine Learning

[GitHub](#)

Developed an application for classifying Android APK files into benign or malign after training an ML model using **Python**.

ACHIEVEMENTS & LEADERSHIP

- Team Champion Award Jan 2017, Team Champion Award Mar 2018, issued by IBS Software.
- Team Leader and Author, [Securing Passwords from Dictionary Attack with Character-Tree](#) (**Core Java, Multithreading**)